



DEAN C. LOGAN
Registrar-Recorder/County Clerk

May 13, 2019

**ADDENDUM NUMBER ONE
INVITATION OF BIDS #19-002
FOR IBML SCANNER MAINTENANCE AND SUPPORT (M&S) SERVICES**

Dear Prospective Vendor:

Addendum Number One is released pursuant to IFB #19-002 for ibml Scanner M&S services released on April 24, 2019 by the Department of Registrar-Recorder/County Clerk (RR/CC). Addendum One addresses all Questions and Answers to this IFB.

As a friendly reminder, the Bids are due on or before May 21, 2019 at 3:00 P.M. PST.

Sincerely,

Veronica Williams, Contracts Manager
Finance and Management Division
VW:ca

**INVITATION OF BIDS #19-002
Vendor Questions and Answers
Released May 11, 2019**

Contracting:

1. Contract Term Begins on, or about, Aug 2019. When is first Major Election where 24/7 Scanning Operations will occur? Reference Main, Section 1.6.

Response #1:

The Contract will begin upon Board of Supervisors approval in early July of 2019. 24/7 scanning will begin during the March 3, 2020 Presidential Primary Election.

Election Cycle:

2. Typically, how many Special Elections where contractor assistance will be required, are in a year? Reference Task 3, Opening Paragraph.

Response #2:

Up to one (1) per calendar year, upon request only. Exact number of scanners requiring support will be identified as part of support request submitted to Contractor at least twelve (12) weeks prior to the start of any activities requiring support.

3. Typically, how many Minor Elections where contractor assistance will be required, are in a year? Reference Task 4.

Response #3:

Up to one (1) per calendar year, upon request only. Exact number of scanners requiring support will be identified as part of support request submitted to Contractor at least four (4) weeks prior to the start of any activities requiring support.

4. How long will the Election Tally System Testing Timeframe typically be? Meaning, if ibml Support is needed for the complete cycle, how long is the cycle? Also, how many hours per day? Reference Task 5, Bullet Point #2.

Response #4:

Contractor shall guarantee periods of availability for one (1) ibml Technician for up to five (5) business days during normal business hours during Election Tally System Testing.

Service Level:

5. Confirm that LA County requires a total 12 FTEs on-site, assuming all work 8 hours, to provide the coverage expected during 24/7 Scanning Operations. Reference: Task 3 Bullet Point # 6.

Response #5:

Yes. Each shift would require one (1) ibml-certified Technician (for troubleshooting, configurations, installations, advanced maintenance, and to provide direction to support technicians) and three (3) ibml-trained Support Technicians familiar with the scanners to assist with maintenance (for scanner cleaning, wiping lenses, changing feed belts and tires, replacing ink, and other tasks as directed by the ibml-certified Technician).

6. Will LA County accept bids at multiple levels of Scanner-to-Service ratios? The IFB states 1:5 but would RRCC accept additional bids (e.g 1:10, etc). Reference: Task 3 Bullet Point # 6.

Response #6: No. However, County will accept bids which have one (1) ibml-certified Technician and three (3) ibml-trained support technicians per shift with responsibilities as identified in the response to Number 5.

Personnel:

7. What are the background check requirements, and skill-set requirements, for the on-site Scanner Operators? Will RRCC provide training on the scanner OR only the election process? Reference: Task 6 AND Appendix A, Section 7.4.1.

Response #7: California based employees must complete a Live Scan in the State of California. For non-California based employees, the County in its sole discretion, may accept an official and bonafide background check from that employee's local law enforcement agency for each state of residence for the past 10 years. The scope of any such background check must meet or exceed the requirements of the Live Scan. The Bidder is responsible for all processing fees.

Scanner operators must have basic computer skills. computer familiarity. Operators who are not comfortable running machines may be released at the County's discretion.

RR/CC will provide training on the scanner and the election process.

The County will identify the number of Scanner Operators required and the shifts/days they will be working as part of the initial request. Scanner Operators will begin work up to 5 days prior to Election Day (E-5) to up to a week after Election Day (E+7)

8. Describe the requirement for the Project Manager to be available 365 days/year. Reference Exhibit B, Page 11, Section 6.3

Response #8: The Project Manager (PM) shall be available workdays during normal business hours.

9. Which Task is the Project Manager required and it is assumed to be the same person for all task? Reference Appendix B, Section 6.3.1

Response #9:

The Project Manager is the individual designated by the Contractor to administer the Contract after it has been awarded.

The Project Manager shall be responsible for coordinating support and staffing for all tasks in the SOW, and escalating or resolving major issues not resolvable by the Contractor's Help Desk or onsite ibml Technician(s).

The Project Manager may designate one or more alternate Project Managers to assist with specific roles in the project, however, each alternate Project Manager must be approved by County.