



# County of Los Angeles

## INTERNAL SERVICES DEPARTMENT

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*"Trusted Partner and Provider of Choice"*

January 24, 2023

### **COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT WORK ORDER SOLICITATION FOR EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

## **1.0 PROJECT OBJECTIVES & BACKGROUND**

### **1.1 Project Objectives**

Pursuant to authority provided under the Community Broadband Network (CBN) Services Master Agreement (Master Agreement), the County of Los Angeles (County) Internal Services Department (ISD or Department) is soliciting proposals from qualified Proposers to provide broadband network infrastructure and broadband services for two designated Service Areas within Los Angeles County.

The County seeks one or more of the qualified CBN Master Agreement Proposers to deploy and to operate a retail broadband internet service (Service) that is affordable, highly-reliable, and high-quality within the two Service Areas described in Section 3 (Service Area Descriptions). Due to the separate elements and large geographical area in this project, County reserves the right to make one or multiple awards to one or more Proposers but is not required to make any award. County reserves the right to accept or reject any proposal.

These Work Orders will expedite efforts to increase affordable broadband access in the County and improve economic, educational, health care, essential services, and other civic life opportunities for Los Angeles County residents.

Services include, but are not limited to, the following:

- Assemble technology and infrastructure partnerships to deliver Community Broadband Networks;
- Produce a detailed design of the Community Broadband Network infrastructure;
- Secure permitting for project construction, with active support from the County;

- Deploy and/or lease fiber-optic infrastructure for backhaul and/or last-mile connections;
- Install small cells and secure spectrum to deliver fixed wireless service (if applicable);
- Conduct superior operations, maintenance, and customer service required to successfully run a network and provide end-user service;
- Provide network speed above the minimum threshold of 100 Mbps downstream and 100 Mbps upstream to each subscriber;
- Enable ultra-low network latency below the minimum threshold of 20ms to core;
- Fulfill a high level of customer service and network performance standards with competitive uptime and latency and measurable and enforceable Service Level Agreements;
- Establish transparent and non-discriminatory pricing structures and uphold pricing guarantees for the duration of contracts;
- Enroll as an Affordable Connectivity Program service provider participant and actively support customer enrollment in federal subsidy programs;
- Conduct multilingual community engagement and marketing campaigns to onboard customers to the network,
- Operate robust, multilingual customer service to assist current and prospective subscribers,
- Prepare timely and accurate quarterly and monthly performance reports for County staff review and attend regular project management meetings as required, and
- Adhere to the operations and maintenance standards defined in agreement with the County over the term of contract.

Responses will be evaluated according to both Minimum Requirements and Minimum Performance Requirements and other criteria as described in Section 8.0 (Proposal Selection Process).

## 1.2 Project Background

The U.S. Census Bureau indicates there are approximately 428,000 Los Angeles County households that lack broadband internet service and nearly 800,000 who do not have a fixed, residential broadband subscription.<sup>1</sup> Numerous state and federal funding sources are dedicated to addressing this crisis including the American Rescue Plan Act's Coronavirus State and Local Fiscal Recovery Funds (SLFRF) program, the Infrastructure Investment and Jobs Act's Broadband Equity, Access, and Deployment (BEAD) program, and the State of California's Senate Bill 156 "Broadband for All" legislation.

On November 16, 2021, the Los Angeles County Board of Supervisors (Board) unanimously adopted a motion titled "Investments to Accelerate Digital Equity" to proceed with initial plans to provide high-quality, affordable broadband internet service for

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<sup>1</sup> "Table B28002, Presence and Types of Internet Subscriptions in Household," 2020 American Communities Survey 5-Year Estimates.

unserved and underserved low-income residents of Los Angeles County.<sup>2</sup> By lowering the barriers to design and deployment, the County is aiming to foster innovative technological solutions through Managed Service Provider(s) (MSPs) to deliver no-cost or low-cost broadband services and increase residential internet adoption in Los Angeles County.

On March 21, 2022, the Internal Services Department released a Request for Statement of Qualifications for the “Installation and Operation of Community Broadband Networks to Deliver Residential Broadband Services” inviting Statements of Qualifications from interested vendors.<sup>3</sup>

On September 13, 2022, the Board unanimously approved the request from the Internal Services Department to “Award and Execute Community Broadband Network Services Master Agreements” for the installation and operation of Community Broadband Network Services for County residents.<sup>4</sup> The Board action also authorized ISD to advance the solicitation process to the Work Order stage.

On September 13, 2022, the Board also unanimously approved a motion titled “Phase Two Spending Plan for the County’s Allocation of the American Rescue Plan (ARP) Coronavirus State and Local Fiscal Recovery Funds” which allocated at least \$50 million in funding from the American Rescue Plan (ARPA) funding to deploy Community Broadband Networks.<sup>5</sup>

As of January 2023, the Request for Statement of Qualifications remains open to new submissions. ISD will continue to accept and evaluate new Statements of Qualifications from prospective vendors. ISD will continue to award Master Service Agreements to qualified vendors. As such, vendors who have submitted Statements of Qualifications in response to the Community Broadband Network Services Master Agreement at the time of a Work Order Solicitation’s deadline for submission of proposals will be eligible to respond to the Work Order Solicitation.

This Work Order will enable ISD to enter into contract(s) with one or more Qualified Proposers to deliver on this Board of Supervisors mandate. The \$50+ million allocation from ARPA is anticipated as the first funding source to be made available to network deployment; the County intends to pursue additional funding, which may be made available to qualified Proposers through this or future Work Orders. The County intends to make multiple awards through the Work Order process in a variety of designated Service Areas throughout LA County.

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<sup>2</sup> Motion by Supervisors Hilda Solis and Holly Mitchell, “Investments to Accelerate Digital Equity.” (<http://file.lacounty.gov/SDSInter/bos/supdocs/163611.pdf>)

<sup>3</sup> County of Los Angeles Internal Services Department, “RFSQ for Installation and Operation of Community Broadband Networks to Residential Services.” (<https://camisvr.co.la.ca.us/LACoBids/BidDetail/BidDetailStart?BidDocID=43676>)

<sup>4</sup> County of Los Angeles Internal Services Department, “REQUEST FOR APPROVAL TO AWARD AND EXECUTE COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENTS.” (<http://file.lacounty.gov/SDSInter/bos/supdocs/172272.pdf>)

<sup>5</sup> County of Los Angeles Chief Executive Office, “APPROVAL OF PHASE TWO OF THE AMERICAN RESCUE PLAN LOCAL FISCAL RECOVERY FUNDS SPENDING PLAN.” (<http://file.lacounty.gov/SDSInter/bos/supdocs/172251.pdf>)

## 2.0 PROCESS OVERVIEW

This WOS requests that each respondent (1) explain its relevant experience and detail prior projects where the Proposer successfully implemented and maintained broadband services; (2) describe its approach to the project; and (3) provide information demonstrating financial viability to implement the project.

For more detailed instructions, refer to Section 6.0 (Response Submission Requirements). The County will review all Responses submitted for adherence to Minimum Requirements (MRs) and Minimum Performance Requirements listed in Sections 2.2 (Minimum Requirements) and 2.3 (Minimum Performance Requirements).

### 2.1 WOS Timeline

The timeline for this WOS is as follows:

DESCRIPTION	DATE
RELEASE WOS	Tuesday, January 24, 2023
REQUEST FOR SOLICITATION REQUIREMENTS REVIEW DUE (2:00 p.m., Pacific Time)	Friday, February 3, 2023
PROPOSER CONFERENCE (VIRTUAL) (10:00 a.m., Pacific Time)	Wednesday, February 8, 2023
FIRST ROUND QUESTIONS DUE (2:00 p.m., Pacific Time)	Friday, February 10, 2023
COUNTY RELEASES ANSWERS TO FIRST ROUND VENDOR QUESTIONS VIA ADDENDUM	Wednesday, February 22, 2023
SECOND ROUND QUESTIONS DUE (2:00 p.m., Pacific Time)	Friday, March 3, 2023
COUNTY RELEASES ANSWERS TO SECOND ROUND VENDOR QUESTIONS VIA ADDENDUM	Wednesday, March 15, 2023
RESPONSE PACKAGE DUE (2:00 p.m., Pacific Time)	Friday, March 24, 2023

### 2.2 Minimum Requirements

2.2.1 Proposer's services must meet all the requirements in Section 4.0 (Statement of Work with Associated Required Responses) and its subsections.

2.2.2 Provide a letter, signed by an authorized official, who is listed in the Proposer's Exhibit B (Contractor's Administration) of the Master Agreement, indicating that the Proposer understands and agrees that the Response package constitutes acknowledgement and commitment to providing the required scope of services, and providing those scope of services through the entire term as specified in Section 2.4 (Term).

## **2.3 Minimum Performance Requirements**

The County will review all submissions for quality, completeness, and compliance with submission requirements. **In addition, the County will only evaluate proposals that meet the following minimum performance requirements:**

**2.3.1 The proposed network design is capable of achieving all minimum Network Performance Requirements as described in Section 4.2.1, including but not limited to the ability to provide each subscriber with at least 100 Mbps downstream and 100 Mbps upstream (100/100).**

If the County, at its sole discretion, does not receive a feasible Proposal with a network design capable of delivering minimum 100/100 endpoint connections and the other Minimum Network Performance Requirements with a proven technology or other factors at its sole discretion, proposals for fixed wireless network designs that provide a minimum speed of 100/20 and are scalable to a minimum of 100/100 using the same infrastructure and end-user equipment as proposed will then be evaluated according to the additional minimum performance requirements and the evaluation criteria listed in Section 8.0 (Proposal Selection Process).

**2.3.2 Proposal commits to offer fixed rates and transparent pricing for a minimum of five years, as described in Section 4.2.11 (Fixed Rates Commitment and Transparent Pricing Requirements)**

**2.3.3 Proposal offers a qualifying low-cost service plan and participation in the Affordable Connectivity Program, as described in Section 4.2.12 (Low Cost Service Plan & Participation in the Affordable Connectivity Program).**

## **2.4 Term**

The term will be for a minimum of five (5) years, subject to negotiation and Board approval.

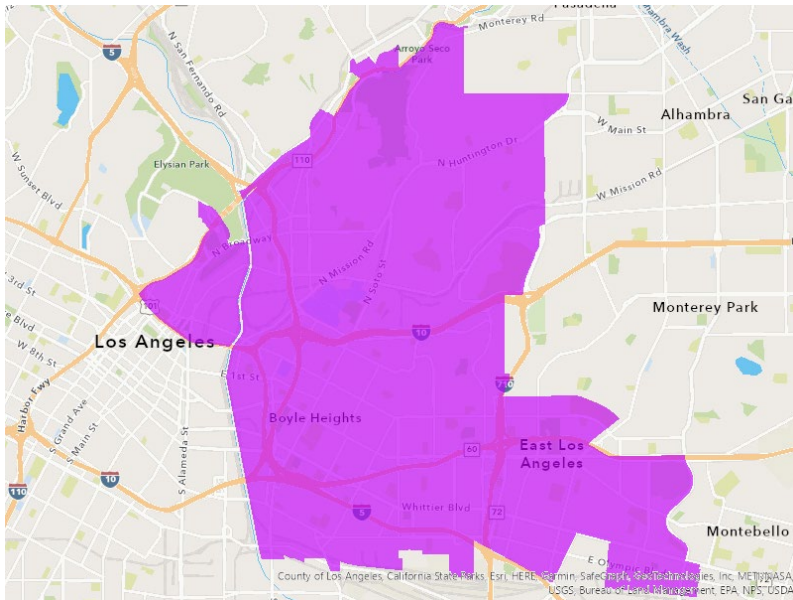
## **3.0 SERVICE AREA DESCRIPTIONS**

### **3.1 East Los Angeles Service Area (Supervisory District 1)**

The East Los Angeles Service Area is well-suited to either a wired or fixed wireless broadband internet service approach. The East Los Angeles Service Area comprises communities with some of the County's lowest levels of household broadband adoption and features relatively uniform building typologies of single-story homes with few vertical obstructions that could interfere with broadband connections.

The East Los Angeles Service Area is part of Supervisory District 1 and is composed of the following LA neighborhoods: Boyle Heights, Lincoln Heights, Montecito Heights, El Sereno, and the East Los Angeles neighborhood. This Service Area has communities both incorporated in the City of Los Angeles, as well as unincorporated communities, which are served by the County.

*Figure 1 – East Los Angeles Service Area*



The East Los Angeles Service Area has a total geographic area of 25.4 square miles with the 110 Interstate highway bordering the north end of the area, the LA river generally bordering the west end of the area (with the exception of a small area between the 101 and the 110), E Olympic Blvd and the I-5 generally bordering the south end of the area, and the Long Beach Freeway generally bordering the east end of the area (with the exception of Garfield Ave on the SE end and Winchester Ave on the NE end).

*Table 1 – East Los Angeles Service Area – Summary Table*

<i>Geography</i>	
Total Geographic Area	25.4 sq. mi.
<i>Population &amp; Demographics</i>	
Total Housing Units <sup>6</sup>	84,039
Estimate ACP-Eligible Housing Units <sup>7</sup>	43,364
Households without Home Broadband (Cable, Fiber, or DSL) <sup>8</sup>	41,162
Median Household Income <sup>9</sup>	\$46,593
<i>Built Environment</i>	
Total Number of Single-Family Units <sup>10</sup>	26,828
Total Number of Multi-Family Units <sup>11</sup>	57,211
Total Commercial Area <sup>12</sup>	24 million sq. ft.

<sup>6</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>7</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates – Table B13004: Ratio of Income in 2019 to Poverty Level (Summarized - top-coded at 2.00).

<sup>8</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates – Table B28002: Presence and Types of Internet Subscriptions in Household.

<sup>9</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates – Table A14006: Median Household Income (in 2019 Inflation Adjusted Dollars).

<sup>10</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>11</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>12</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

Parts of the population in this Service Area have a primary household language other than English, including Spanish, Korean, Mandarin, Cantonese, Vietnamese, Tagalog, and others listed below.<sup>13</sup>

*Table 2 - East Los Angeles Service Area - Language Spoken At Home Other Than English*

<b>Language Spoken at Home</b>	<b>Total Population</b>
Spanish	252,412 (74.3%)
Chinese (Incl. Mandarin, Cantonese)	15,287 (4.5%)
Other Asian and Pacific Island Languages	3,397 (1.0%)
Korean	2,378 (0.7%)
Vietnamese	1,699 (0.5%)
Tagalog (Incl. Filipino)	1,359 (0.4%)
Other Indo-European Languages	1,359 (0.2%)

### 3.1.1 Service Area Map

The County has compiled an ArcGIS Online map to provide Respondents with information on demographics, the built environment, and existing infrastructure for the Service Area. The ArcGIS Online Map should be viewed in the 'Map Viewer' mode, and NOT in 'Map Viewer Classic'. This section provides a description of each layer in the map.

Service Area Map Link:

<https://lacounty.maps.arcgis.com/apps/mapviewer/index.html?webmap=55924abf28ef4516b673d6f5100ccea>

#### 3.1.1.1 Demographics

##### 3.1.1.1.1 Total Housing Units

This polygon layer depicts the total housing units in each parcel of the Service Area. Darker areas indicate higher total housing units, while lighter areas indicate fewer total housing units.

Source: [LA County Parcel Map Service](#)

##### 3.1.1.1.2 Median Household Income

This polygon layer depicts the median household income of each census tract in the area. Darker areas indicate a lower median household income and lighter areas indicate higher median incomes.

Source: U.S. Census Bureau's American Community Survey (ACS) 2016-2020 5-year estimates - Table(s) B19013B, B19013C, B19013D, B19013E, B19013F, B19013G, B19013H, B19013I, B19049, B19053.

#### 3.1.1.2 Built Environment

<sup>13</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates - Table C16001: Language Spoken at Home for the Population 5 Years and Over.

#### 3.1.1.2.1      Building Height

This polygon layer shows the location and footprints of each building in the Service Area, as of 2017. Building heights (reported in feet) are provided in the “HEIGHT” field. Darker building footprints indicate taller buildings and lighter footprints indicate shorter buildings. The attribute table includes additional details.

Source: [LA County Parcel Map Service](#); [LARIAC5](#)

#### 3.1.1.2.2      Building Use Type

This polygon layer shows the location and footprints of each building in the Service Area by use type. Different use types are indicated by distinct colors and include the following:

- Residential
- Commercial
- Industrial
- Government
- Institutional
- Recreational
- Miscellaneous
- Irrigated Farm
- Other.

Source: [LA County Parcel Map Service](#)

#### 3.1.1.3      Infrastructure

##### 3.1.1.3.1      City of LA Streetlights

This point layer shows the location and height (in feet) of each streetlight owned and operated by the City of Los Angeles in the Service Area. Darker points indicate taller poles and lighter points indicate shorter poles. Height is not available for all streetlights; see the attribute table in the layer for specifics. Other important attributes included in this layer are streetlight SLID and streetlight Category. The SLID is the ID number for the streetlight. The different streetlight categories include the following:

- A – Utilitarian
- B – Hybrid
- C – Mod
- D – Decorative
- E – Elegant
- F – Misc / No Pole



The City of Los Angeles Bureau of Street Lighting (BSL) maintains permitting for all streetlights in this layer. According to BSL, streetlights categorized as “A-Utilitarian” are best-suited for telecommunications attachments. “B-Hybrid” and “C-Mod” are next in terms of suitability, followed by “E-Elegant.” Streetlights categorized as “D-Decorative” are harder to use for co-location and in some cases are prohibited from co-location.

See the Bureau of Street Lighting’s [policy and specifications document](#) for more information on telecommunication installations.

Source: Bureau of Street Lighting - City of Los Angeles

#### 3.1.1.3.2 LA County Streetlights

This point layer shows the location of each streetlight owned and operated by LA County in the Service Area. Only concrete type poles are shown as they are the only suitable pole type for attachments.

Height is not a specific attribute for each point in the map, but generally a standard County streetlight has a height of either 23’3” or 28’3”, depending on the width of relevant the roadway. See the Department of Regional Planning’s [Small Cell Fixed wireless Communications Facilities Design Standards – Self Assessment Checklist](#) for more information on height restrictions and other telecommunication installation requirements.

County-owned streetlights will be subject to an access fee of \$270/pole/year in addition to an initial plan review fee by the County Department of Public Works. Permitting will also be facilitated by Public Works.

Source: Los Angeles County Public Works

#### 3.1.1.3.3 City of LA Rights of Way

This polyline layer shows the locations of official public rights of way within the City of Los Angeles portions of the Service Area.

Source: [City of LA Public Right of Way And Easements](#), City of LA Bureau of Engineering

#### 3.1.1.3.4 LA County Rights of Way

This polyline layer shows the locations of official public rights of way within the LA County portions of the Service Area.

Source: LA County Department of Public Works

#### 3.1.1.3.5 City of LA Easements

This polyline layer shows the locations of official public easements within the City of Los Angeles portions of the Service Area.

Source: [City of LA Public Right of Way And Easements](#), City of LA Bureau of Engineering

#### 3.1.1.3.6 LA County Easements

This polyline layer shows the locations of official public easements within the LA County portions of the Service Area.

Source: LA County Department of Public Works

### 3.1.1.3.7 City of LA Maintenance Holes

This point layer shows the locations of sanitary sewer maintenance holes within the City of Los Angeles portions of the Service Area. This layer has many potentially relevant attributes, including manhole type, status of use, and subtype. For specifications on each attribute, please see [the full details of the Sewer Structures map](#) on the City of Los Angeles Data Hub.

Source: [Sewer Structures](#), City of LA Bureau of Engineering

### 3.1.1.3.8 LA County Maintenance Holes

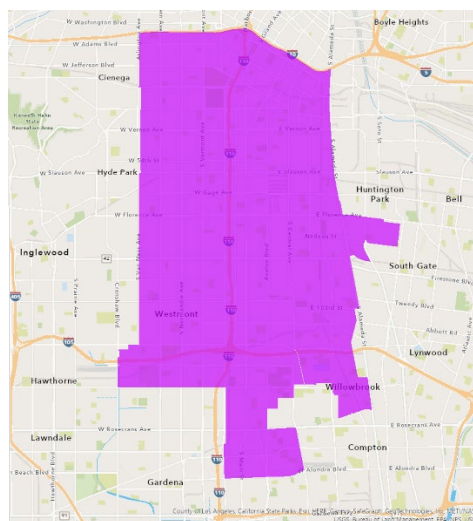
This point layer shows the locations of sanitary sewer maintenance holes maintained by the Consolidated Sewer Maintenance District (CSMD) of LA County within the Service Area.

Source: [DPW Sewer Manholes](#), LA County Department of Public Works

## **3.2 South Los Angeles Service Area (Supervisory District 2)**

The South Los Angeles Service Area is well-suited to either a wired or fixed wireless broadband internet service approach. It comprises communities with some of the County's lowest levels of household broadband adoption and features relatively uniform building typologies of single-story homes with few vertical obstructions that could interfere with broadband connections.

The South Los Angeles Service Area is part of Supervisorial District 2 and composed of the following LA neighborhoods: Adams-Normandie, University Park, Historic South-Central, Exposition Park, Vermont Square, South Park, Central-Alameda, Chesterfield Square, Harvard Park, Vermont-Slauson, Florence, Florence-Firestone, Manchester Square, Vermont Knolls, Gramercy Park, Westmont, Vermont Vista, Broadway-Manchester, Green Meadows, Watts, Athens, Willowbrook, and West Rancho Dominguez. This Service Area has communities both incorporated in the City of Los Angeles, as well as unincorporated communities, which are served by the County.



*Figure 2 – South Los Angeles Service Area*

The South Los Angeles Service Area has a total geographic area of 43.5 square miles with S Van Ness Ave bordering the west side of the area (with the exception of the NW

corner being bordered by Arlington Ave), the north end being bordered by the Santa Monica Freeway, the east end being bordered by S Alameda (with the exception of a small area in the center east almost reaching State street and another small area being bordered by Mona street) and the South end of the area being bordered by W El Segundo Blvd (with the exception of a central south section reaching E Alondra Blvd and the SE tip reaching E Oris street).

*Table 3 – South Los Angeles Service Area – Summary Table*

<i>Geography</i>	
Total Geographic Area	43.5 sq. mi.
<i>Population &amp; Demographics</i>	
Total Housing Units <sup>14</sup>	182,183
Estimate ACP-Eligible Housing Units <sup>15</sup>	105,302
Households without Home Broadband (Cable, Fiber, or DSL) <sup>16</sup>	93,015
Median Household Income <sup>17</sup>	\$40,701
<i>Built Environment</i>	
Total Number of Single-Family Units <sup>18</sup>	63,821
Total Number of Multi-Family Units <sup>19</sup>	118,362
Total Commercial Area <sup>20</sup>	41 million sq. ft.

Parts of the population in this Service Area have a primary household language other than English, including Spanish, Korean, Mandarin, Cantonese, Vietnamese, Tagalog, and others listed below.<sup>21</sup>

*Table 4 - South Los Angeles Service Area - Language Spoken At Home Other Than English*

<b>Language Spoken at Home</b>	<b>Total Population</b>
Spanish	499,272 (68.8%)
Chinese (Incl. Mandarin, Cantonese)	5,080 (0.7%)

<sup>14</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>15</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates – Table B13004: Ratio of Income in 2019 to Poverty Level (Summarized - top-coded at 2.00).

<sup>16</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates – Table B28002: Presence and Types of Internet Subscriptions in Household.

<sup>17</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates – Table A14006: Median Household Income (in 2019 Inflation Adjusted Dollars).

<sup>18</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>19</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>20</sup> LA County Parcel Map Service (<https://data.lacounty.gov/datasets/lacounty::la-county-parcel-map-service/about>).

<sup>21</sup> U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates - Table C16001: Language Spoken at Home for the Population 5 Years and Over.

Korean	2,177 (0.3%)
French (Incl. Haitian, Canjun)	2,177 (0.3%)
Other Indo-European Languages	2,177 (0.3%)
Tagalog (Incl. Filipino)	1,451 (0.2%)
Other Asian and Pacific Island Languages	1,451 (0.2%)
Vietnamese	726 (0.1%)

### 3.2.1 Service Area Map

The County has compiled an ArcGIS Online map to provide Respondents with information on demographics, the built environment, and existing infrastructure for the Service Area. The ArcGIS Online Map should be viewed in the 'Map Viewer' mode, and NOT in 'Map Viewer Classic.' This section provides a description of each layer in the map.

Service Area Map Link:

<https://lacounty.maps.arcgis.com/apps/mapviewer/index.html?webmap=511c6190b35147c6b5f09b4c65f08081>

#### 3.2.1.1 Demographics

##### 3.2.1.1.1 Total Housing Units

This polygon layer depicts the total housing units in each parcel of the Service Area. Darker areas indicate higher total housing units, while lighter areas indicate fewer total housing units.

Source: [LA County Parcel Map Service](#)

##### 3.2.1.1.2 Median Household Income

This polygon layer depicts the median household income of each census tract in the area. Darker areas indicate a lower median household income and lighter areas indicate higher median incomes.

Source: U.S. Census Bureau's American Community Survey (ACS) 2016-2020 5-year estimates - Table(s) B19013B, B19013C, B19013D, B19013E, B19013F, B19013G, B19013H, B19013I, B19049, B19053.

#### 3.2.1.2 Built Environment

##### 3.2.1.2.1 Building Height

This polygon layer shows the location and footprints of each building in the Service Area, as of 2017. Building heights (reported in feet) are provided in the "HEIGHT" field. Darker building footprints indicate taller buildings and lighter footprints indicate shorter buildings. The attribute table includes additional details.

Source: [LA County Parcel Map Service](#); [LARIAC5](#)

##### 3.2.1.2.2 Building Use Type

This polygon layer shows the location and footprints of each building in the Service Area by use type. Different use types are indicated by distinct colors and include the following:

- Residential
- Commercial
- Industrial
- Government
- Institutional
- Recreational
- Miscellaneous
- Irrigated Farm
- Other.

Source: [LA County Parcel Map Service](#)

### 3.2.1.3      Infrastructure

#### 3.2.1.3.1      City of LA Streetlights

This point layer shows the location and height (in feet) of each streetlight owned and operated by the City of Los Angeles in the Service Area. Darker points indicate taller poles and lighter points indicate shorter poles. Height is not available for all streetlights; see the attribute table in the layer for specifics. Other important attributes included in this layer are streetlight SLID and streetlight Category. The SLID is the ID number for the streetlight. The different streetlight categories include the following:

- A – Utilitarian
- B – Hybrid
- C – Mod
- D – Decorative
- E – Elegant
- F – Misc / No Pole

The City of Los Angeles Bureau of Street Lighting (BSL) maintains permitting for all streetlights in this layer. According to BSL, streetlights categorized as “A-Utilitarian” are best-suited for telecommunications attachments. “B-Hybrid” and “C-Mod” are next in terms of suitability, followed by “E-Elegant.” Streetlights categorized as “D-Decorative” are harder to use for co-location and in some cases are prohibited from co-location.

See the Bureau of Street Lighting’s [policy and specifications document](#) for more information on telecommunication installations.

Source: Bureau of Street Lighting - City of Los Angeles

#### 3.2.1.3.2 LA County Streetlights

This point layer shows the location of each streetlight owned and operated by LA County in the Service Area. Only concrete type poles are shown as they are the only suitable pole type for attachments.

Height is not a specific attribute for each point in the map, but generally a standard County streetlight has a height of either 23'3" or 28'3", depending on the width of the relevant roadway. See the Department of Regional Planning's [Small Cell Fixed wireless Communications Facilities Design Standards – Self Assessment Checklist](#) for more information on height restrictions and other telecommunication installation requirements.

County-owned streetlights will be subject to an access fee of \$270/pole/year in addition to an initial plan review fee by the County Department of Public Works. Permitting will also be facilitated by Public Works.

Source: Los Angeles County Public Works

#### 3.2.1.3.3 City of LA Rights of Way

This polyline layer shows the locations of official public rights of way within the City of Los Angeles portions of the Service Area.

Source: [City of LA Public Right of Way And Easements](#), City of LA Bureau of Engineering

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Source: LA County Department of Public Works

#### 3.2.1.3.7 City of LA Maintenance Holes

This point layer shows the locations of sanitary sewer maintenance holes within the City of Los Angeles portions of the Service Area. This layer has many potentially relevant attributes, including manhole type, status of use, and subtype. For specifications on each attribute, please see [the full details of the Sewer Structures map](#) on the City of Los Angeles Data Hub.

Source: [Sewer Structures](#), City of LA Bureau of Engineering

#### 3.2.1.3.8      LA County Maintenance Holes

This point layer shows the locations of sanitary sewer maintenance holes maintained by the Consolidated Sewer Maintenance District (CSMD) of LA County within the Service Area.

Source: [DPW Sewer Manholes](#), LA County Department of Public Works

## 4.0 STATEMENT OF WORK WITH ASSOCIATED REQUIRED RESPONSES

This section contains the Statement of Work (SOW) for the WOS. For readability and easier reference, the Required Responses (RR) related to the SOW that must be submitted in the Proposer's Response are listed within this section under the relevant work requirements. The responses to these numbered RR should be submitted according to Section 6 (Response Submission Requirements). There are additional Required Responses not related directly to the SOW in Section 6.

The Proposer must deploy and operate a retail broadband internet service (Service) that is affordable, highly-reliable, and high-quality within one of the Service Areas identified in Section 3 (Service Area Descriptions). The Proposer must maintain a direct customer relationship with subscribers of the Service, which will be referred to as the Community Broadband Network (CBN), including but not limited to outreach, enrollment, provisioning, billing, support, and dealing with customer complaints.

The Proposer will design, implement, operate, and assemble the technology and infrastructure partnerships necessary to provide the Service, including, but not limited to, the deployment of a last-mile network connecting subscribers within the Service Area that is based on either wireline or fixed wireless technologies. In doing so, the Proposer must comply with all federal, state, and local laws and regulations, as well as applicable industry standards.

### 4.1 Project Team Experience (10%)

#### 4.1.1 Project Team Profile

The Proposer must be an experienced internet service provider with previous broadband deployments of similar scale and service level. The Proposer must have experience serving multilingual neighborhoods and low-income customers.

***RR1. Explain your Project Team's background and experience, including the Master Service Agreement holder (prime contractor) and all identified subcontractors. Describe each Project Team company's role in previous broadband deployments and explain the scale of those deployments, including the size of the Service Area, the number of addresses served, and the speeds delivered. Include the capital cost and operational expenses of these projects, including the ongoing operating expense per customer, how long it took to build the network, and how long it takes to connect customers who request service.***

***RR2. Describe the Project Team's experience as an internet service provider. Describe the services each company currently provides and the size of its Service Area, including how many residents each company is serving simultaneously. Explain the Project Team's experience providing service in low-income communities and serving customers in multilingual neighborhoods.***

#### 4.1.2 Project Team Key Leadership

The Proposer's Project Team must be led by qualified staff with experience managing the deployment of broadband networks of a similar scale and type. The Project Team must include a project manager who will serve as the County's primary point of contact.

***RR3. Provide the names, experience, and qualifications of key staff who will be personally leading the deployments in Los Angeles County, including the point of***



*contact with the County, the project manager, the technical lead, and key staff for onboarding and adoption. Discuss the technologies the Project Team has experience deploying (manufacturers, spectrum, protocols) and how those inform the proposed deployments.*

#### **4.1.3 Experience With Grant Funded Projects**

The County intends to use a variety of federal and state grant funds to invest in Community Broadband Networks, likely to include but not limited to the federal American Rescue Plan Act, the federal Infrastructure Investment and Jobs Act, and the State of California's Last Mile Federal Funding Account. The County expects each grant to include onerous and detailed reporting and compliance requirements. The Proposer will be required to produce timely, detailed reports and maintain records to comply with federal and state requirements.

***RR4.*** *Describe your Project Team's prior experience implementing projects funded by federal and State of California grants. Describe your Project Team's approach to maintaining compliance with grant program requirements.*

***RR5.*** *Describe your Project Team's prior experience with project reporting to comply with federal and State of California grant funding requirements.*

## **4.2 Proposer's Approach to Network Design, Deployment, and Operations (40%)**

### **4.2.1 Minimum Network Performance Requirements**

The County requires all network deployments to meet the minimum performance criteria presented below the Table below. Detail on testing methodology to measure each of these performance requirements is provided in Appendix 1, Attachment 1 (Testing Methodology).

Each subscribing residential household must receive service of a minimum of 100 Mbps downstream and 100 Mbps upstream (100/100). The network design (either fixed wireless or wireline) must serve each Census Block in the Service Area with the required throughput and deliver enough capacity to serve a minimum of 40 percent of the housing units in each Census Block.

*Table 5. Minimum Network Performance Requirements*

<b>Network Performance Criterion</b>	<b>Requirement</b>	<b>Measurement Method</b>
Minimum speed available to subscriber	100/100 Mbps <sup>1</sup>	Measure using traffic generation software or other industry standard testing software or hardware, as described in Appendix 1, Attachment 1 (Testing Methodology)
Latency (round trip ping time from user premises to core site router)	< 20 ms	Measure using ping test generated via command line or industry standard testing software or hardware, as described in Appendix 1, Attachment 1 (Testing Methodology)
Average outage time per subscriber	Less than 48 hours over any 365-day period	Measure using dashboard real-time network monitoring software, as described in Appendix 1, Attachment 1 (Testing Methodology)
Network availability	99.5% of the time over a one-month period	Measure using dashboard real-time network monitoring software, as described in Appendix 1, Attachment 1 (Testing Methodology)
Other criteria	No data caps or usage-based throttling	Measure using traffic generation software or other industry standard testing software or hardware, as described in Appendix 1, Attachment 1 (Testing Methodology)

#### 4.2.2 Wireline Network Design

If proposing a wireline-based solution, the Proposer must design a comprehensive wireline network with sufficient availability and capacity to serve all subscribers at a minimum speed of 100 Mbps downstream and 100 Mbps upstream (100/100). The selected Proposer must further develop the proposed design to achieve the level of detail required for implementation.

#### **Only Respondents proposing a wireline solution must respond to RR6-RR13:**

**RR6.** Describe in detail the network architecture, network elements (both active and passive) along with their specifications or manufacturer cut sheets, connectivity to the internet backbone, and the service speeds and latency that will be offered to subscribers. Explain how the network design will ensure the Proposer will serve each Census Block in the Service Area with the required throughput and deliver enough capacity to serve a minimum of 40 percent of the housing units in each Census Block. The narrative must explain the engineering decisions required to achieve service speeds and latency, such as:

- a. Backhaul connectivity
- b. Head end deployment
- c. Core network electronics
- d. Fiber capacity and strand counts on each segment of the network
- e. Maximum line speed at the premises
- f. Oversubscription ratio
- g. Split ratios
- h. Splice points
- i. Drop installation
- j. In-unit termination specification
- k. CPE or router model and capabilities (including Wi-Fi interface)

**RR7.** Provide a detailed logical diagram showing major interconnection points, interfaces, and speeds on all links. This should include the transmission medium used between nodes (fiber, microwave, etc.), peering points, and internet exchange locations. The diagram must also provide detailed technical information such as types of equipment, technology, split ratios, and interface speeds for all segments of the network, from the internet backhaul to the customer.

**RR8.** Explain whether the network is completely fiber or, if another medium such as copper or coaxial cable, is utilized in the network. If not 100 percent fiber, describe what percentage of the network is another medium and explain what engineering decisions led to that design.

**RR9.** Describe where fiber will be run in the public right-of-way and to customer premises, and how strands will be allocated to individual customers. If each household will not receive a dedicated fiber handoff, describe how connectivity will be delivered to each household from an intermediate demarcation point.

**RR10.** Describe the construction methodology for deploying the network. Explain the amount of aerial and underground construction and how you determined that percentage. Provide construction specifications, such as: Fiber cable type (loose tube, ribbon, armored, etc.)

- a. Conduit type and size for each route segment
- b. Construction methodology for each segment of the network. Describe how underground conduit will be installed and at what depth. For aerial segments, explain how much make-ready work is expected on poles
- c. Vault and handhole dimensions and material

**RR11.** Provide a map of the proposed network routes. Include a .kmz or shapefile (reference Appendix 1, Attachment 2 and Appendix 1, Attachment 3) of the proposed routing with clearly defined layers for the various types of infrastructure and any other information relevant to the design, including:

- a. Fiber routes and segment types (backbone, distribution, etc.)
- b. Installation method (direction bore, micro-trenching, etc.)

**RR12.** Using Form 1 (Bill of Materials – Wireline Tab), provide the estimated total cost and provide a bill of materials (BOM) for the deployment of the network, including design, engineering, permitting, labor and material for construction, electronics, and testing. Respondents may add rows to the Template as needed. If a line item is not applicable, then mark “N/A” in the cell.

**RR13.** Provide a plan on how the network could utilize existing and future Statewide Middle-Mile Broadband Network (MMBN) fiber routes for connectivity. In the future, the County may request CBN connections to the MMBN based on opportunities to connect community anchor institutions and/or utilize future funding opportunities that were not available at the time of this Work Order’s publication.

#### **4.2.3 Fixed Wireless Network Design**

If proposing a fixed wireless network, the Proposer must design a comprehensive wireless network core solution with sufficient availability and capacity to serve all subscribers at a minimum speed of 100 Mbps downstream and 100 Mbps upstream (100/100). The core may have a hybrid cloud component with control and media plane separation. The Proposer’s proposed network design (either fixed wireless or wireline) must serve each Census Block in the selected Service Area (as defined in Section 3 – Service Area Descriptions) with the required throughput and deliver enough capacity to serve a minimum 40 percent of the housing units in each census block. The selected Proposer must further develop the proposed design to achieve the level of detail required for implementation.

The Proposer must design the fixed wireless network to operate under current availability of spectrum and to continue to provide the required performance if conditions change, such as if there is a decrease in available CBRS GAA spectrum or if unlicensed spectrum is congested.

The core solution must include a provisioning module with a web-based administrative interface for all common provisioning activities, including device activations and deactivations, device replacements and upgrades, SIM card changes, service profile changes, and subscriber account information. Role-based access controls must restrict provisioning access to trained and authorized personnel.

NOTE: With consideration towards fixed wireless capabilities for delivering a speed of at least 100 Mbps downstream and 100 Mbps upstream (100/100) to each subscriber, Respondents proposing a fixed wireless network design may propose a supplemental design delivering a minimum of 100 Mbps downstream and 20 Mbps upstream (100/20) alongside the required 100/100 network design proposal.

Since the County intends to use grant funding from the American Rescue Plan Act, the design for the 100/20 proposal must be able to scale to 100/100 utilizing the same infrastructure and end user equipment as proposed.

- a. Any supplemental proposal for a network designed to deliver a minimum of 100/20 must explain why the respondent is proposing a 100/20 minimum design compared to the 100/100 design;
- b. The supplemental proposal must include all required elements of this Work Order and be submitted in a separate Response package.

Supplemental proposals will only be evaluated if the County determines it is in its best interest.

**Only Respondents proposing a fixed wireless solution must respond to RR14-RR19:**

**RR14.** *Provide a network design that serves each census block in the Service Area with the required throughput and deliver enough capacity to serve a minimum of 40% of the housing units in each census block. Provide the following formation for each base station site:*

- a. *Site Name*
- b. *Latitude*
- c. *Longitude*
- d. *Elevation (m)*
- e. *Address Line1*
- f. *Address Line2*
- g. *Address Line3*
- h. *Backhaul Type*

*For each sector antenna at a base station site, provide the following information:*

- i. *Sector ID (to match ID in the data file)*
- j. *Name Of Parent Site (the site name as referenced above)*
- k. *Transmit Antenna Gain (dBi)*
- l. *Transmit Antenna Height (m)*
- m. *Transmit Antenna Pattern (Please provide pattern file)*
- n. *Transmit Max Transmitter Power Per Channel (dBmW)*
- o. *Transmit Transmission Line Loss (dB)*
- p. *EIRP (dBm)*

**RR15.** Respond to the requirements below and, where applicable, confirm that the proposed solution complies and explain how.

- a. Provide cut sheets for all equipment specified in the Bill of Materials (BOM) detailing the form factors of the equipment.
- b. Provide photos of all proposed installation types for both base station sites and end-user locations.
- c. Provide security so that only authorized devices and users have access to the network,
- d. Support prioritization on a per-user basis,
- e. Have high availability, with a redundant core or through connection to a cloud core,
- f. Be interoperable with a wide range of fiber and mobile CPE devices and RAN solutions by multiple manufacturers, and
- g. Be constructed according to industry standards.
- h. Respondent must conduct performance tests and certify in writing to the County when the core is fully operational.

**RR16.** Using the capacity requirement of serving 40 percent of the housing units at a speed of 100/100 Mbps in each census block, the performance specifications of the equipment, the amount of spectrum available, the site configurations, provide an estimate of the expected end user throughput in each census block and the loading expected at each sector and site in the design.

**RR17.** Provide a detailed logical diagram showing major interconnection points, interfaces, and speeds on all links. This should include the transmission medium used between nodes, peering points, and internet exchange locations. The diagram must also provide detailed technical information such as types of equipment, technology, and interface speeds for all segments of the network, from the internet backhaul to the customer.

**RR18.** Using Form 1 (Bill of Materials - Wireless Tab), provide the estimated total cost and provide a bill of materials (BOM) for the deployment of the network, including design, engineering, permitting, labor and material for construction, electronics, and testing. Respondents may add rows to the Template as needed. If a line item is not applicable, then mark "N/A" in the cell.

**RR19.** Provide a plan on how the network could utilize existing and future Statewide Middle-Mile Broadband Network (MMBN) or other regional or municipal fiber routes for connectivity. In the future, the County may request CBN connections to the MMBN or other regional or municipal fiber routes based on opportunities to connect community anchor institutions and/or utilize future funding opportunities that were not available at the time of this Work Order's publication.

#### **4.2.4 Network Implementation and Construction**

The successful Proposer must implement and construct the CBN network design as proposed according to the Proposer's Project Management Plan.

Any wireless technology implemented, including all towers, antennas, and other components utilized to deliver wireless broadband service must comply with all FCC regulations regarding tower construction, spectrum registration or licensing, and applicable state/county authority over zoning and land use regulations.

The Proposer must have all routes and tower sites surveyed by a licensed surveyor as well as provide County with GIS/CAD mapping showing the locations of all facilities deployed and service areas of engineered coverage design(s).

The successful Proposer also must:

- a. Work with all appropriate agencies to obtain all required right of way approvals.
- b. Obtain all required permits and private easement approvals.
- c. Coordinate project deployment with all utilities.
- d. Obtain any necessary subcontractors.
- e. Provide on-site construction inspections to ensure proper design and execution.
- f. Coordinate and resolve third-party or private claims.
- g. Repair any and all damage to private and government property.
- h. At all times, maintain an adequate staff of experienced and qualified employees for efficient performance.
- i. At all times, furnish or perform any services in a safe, proper, and professional manner.

***RR20. Provide an overview of the major activities required to implement and construct the CBN network design. The response should include sufficient detail to clearly demonstrate understanding of all major activities and clearances necessary to implement the CBN network design.***

***RR21. Explain how your proposal will comply with applicable local, state, and federal regulatory requirements.***

#### **4.2.5 Project Management Plan**

The Proposer must provide a project management plan for the deployment of the network infrastructure and initiation of the Service. The project management plan, which is subject to the County's approval, must comprehensively explain how the Proposer will manage the planning, design, and construction of the network and include a project timeline that highlights the order of segments for design, construction, and activation.

Federal funding requirements related to the American Rescue Plan Act require all project construction to be completed by December 31, 2026. Thus, to allow for unforeseen delays, Proposers must plan to complete network construction by December 31, 2025. If a 2025 deadline cannot be met, the Proposer must detail how it will guarantee completion prior to the federal deadline.

***RR22. Provide a brief narrative description of the segmentation and order of the approach and reasoning for the order of the approach that will be utilized in your Project Management Plan. Respondents must note any roadblocks and areas of risk. Include assumptions such as (but not limited to) the number of work crews, make ready timelines, permitting, and anticipated issues around material lead times.***

***RR23. Define the roles and responsibilities of the Project Team, the County, and other partners, and parties. Indicate the responsible individuals on the Project Team.***

#### 4.2.5.1 Project Management Meetings

The Proposer must meet at least monthly with the County's project management team to provide project updates, discuss critical decision-making, and identify obstacles to achieving performance goals. The Proposer must circulate meeting agendas in advance and any other materials required to facilitate a productive discussion.

**RR24.** *Identify the single-point-of contact who will be responsible for facilitating monthly Project Management meetings and describe their experience managing projects of a similar type and scale.*

#### 4.2.6 Customer Premises Equipment

Proposer must provide customer premises equipment (CPE) to all end-users to connect the location to the Proposer's network that is providing the internet access service and to interface multiple end-user devices via wired Ethernet and wireless Wi-Fi connections inside the premises. The CPE must meet the minimum requirements in the Minimum CPE Specifications Table below. Both indoor and outdoor CPE types will be acceptable, although solutions that are more aesthetically pleasing and that require less expensive efforts to install are desirable.

Proposer must manage the CPE, and as necessary troubleshoot, repair and/or replace CPE that is not operating properly.

*Table 6. Minimum CPE Specifications*

Element	Specification
Power	Outdoor must be Power-Over-Ethernet (PoE) Indoor must plug into a standard AC 15-amp outlet
User Interface	Wi-Fi 802.11ac or better, Ethernet
SSID	A minimum of two SSIDs must be supported Ability to provide a splash page to support guest hot spot connectivity
Routing	Able to redirect DNS to CIPA-compliant servers even if client/student device is configured to outside DNS
Filtering	Support for MAC OUI filtering with vendor masking Support for bandwidth management via URL/IP locking Able to generate event logs accessible via a remote portal
Additional Management	Over the air (remote) flash of configuration and device software Temperature sensor of device Able to remotely disable services on CPE Support group policy changes vs. requiring individual device configurations
Logs	Maintain a log of all historically connected devices

**RR25.** *Provide images of typical CPE installations, including indoor (and outdoor) CPE, antennas, visible exterior or interior wiring dressed wiring that represent a completed residential installation.*



**RR26.** Describe the proposed Customer Premises Equipment responding to the minimum CPE specifications. Where applicable, confirm that the proposed solution complies and explain how.

- a. If a Respondent proposes an indoor CPE configuration, it must have an integrated modem, antenna, and Wi-Fi router.
- b. If a Respondent proposes an outdoor CPE configuration, it must have an outdoor antenna that connects to an indoor access point with a Wi-Fi router.
- c. The proposed CPE model(s) will deliver 100/100 Mbps to each household and meet or exceed the minimum specifications.

#### 4.2.7 Provisioning

The Proposer must streamline and automate the setup and installation of the Service for customers to the maximum extent possible while ensuring a high success rate. The Proposer must be equipped to efficiently onboard customers, with a maximum lead time to install of 10 business days.

The Proposer must professionally install CPE and associated materials when necessary, or otherwise provide a customer-friendly self-installation kit when professional installation is not necessary.

**RR27.** Detail the provisioning processes and highlight actions requiring end-user interaction. For professionally installed equipment, provide a document detailing installation. Describe the responsibilities that the service provider will undertake, such as:

- a. installation in the right of way;
- b. providing an interoperable handoff at the customer premises;
- c. making available internet services to the customer premises (specifying any actions the customer will be responsible for);
- d. ensuring safe and stable power supply to all equipment, including at the customer premises, and
- e. ensuring safe mounting of any necessary equipment.

**RR28.** Detail your proposed average and maximum lead time to install—the time from receiving a customer installation request to completing installation.

**RR29.** Describe the conditions in which you can provide internet service to a residence, and under which conditions you are unable to provide service.

#### 4.2.8 Network Operations and Support

The Proposer must provide comprehensive operational support for the deployed network. This must include fault and performance monitoring, system management and maintenance, and the functional support capabilities described below.

The Proposer must conduct ongoing capacity management and planning to assure the Service meets the required performance, such as minimum speeds and maximum latency.

##### 4.2.8.1 Supported Systems and Services

The Proposer must provide or arrange operational support for all devices, systems, and services provided by the delivered solution. This includes hardware, software, configuration, provisioning, and integration of:

- a. Customer premises equipment (CPE)
- b. Core electronics
- c. Fiber distribution equipment (if applicable)
- d. Radio access network (RAN): Radio systems, sub-systems, X-haul (if applicable)
- e. Transport/backhaul infrastructure or services
- f. Upstream internet service or peering

#### 4.2.8.2 Network Support

The Proposer must provide tiered support that is available from 00:00 to 00:00 Pacific time and accessed via email, online chat, and/or telephone. The tiered support function must be organized and staffed to respond to planned and unplanned events, seasonal trends, and special events. The Proposer must staff all tiers of support, from primary points of contact to high level engineering experts.

The Proposer must have a 24x7x365 Network Operations Center to monitor the Service.

The Proposer must include a 24x7x365 remote technical support (RTS) agreement with equipment manufacturers. The Proposer must include an onsite hardware replacement agreement for the systems and components of the core network electronics, such as routers, switches, and RAN systems. Onsite hardware replacement must have a delivery established in an SLR (e.g., same day or next day) to be negotiated with the County.

The Proposer must include maintenance support agreement for all systems and components used to deliver or operate the Service. Maintenance support must include all software and firmware updates and patches.

***RR30. Explain how you will provide comprehensive operational support and capacity planning of the network to meet or exceed the Minimum Network Performance Requirements.***

***RR31. Describe the various functions that will be operated out of the NOC, such as network monitoring, provisioning, troubleshooting, and customer support.***

***RR32. Explain the estimated staffing (number and types) of the NOC.***

***RR33. Describe how the NOC will design and maintain policies and processes for managing workflows between support tiers.***

***RR34. Describe how the NOC will provide fault and performance monitoring. Explain the platforms and monitoring solutions employed.***

***RR35. Explain how the respondent will notify subscribers and County staff of network disruptions and how it will regularly report status updates until resolution has been completed.***

#### 4.2.9 Cyber Security and Privacy

The Proposer must operate a secure service provider network with comprehensive cyber security operations and governance programs to ensure the confidentiality, integrity, and availability of the Service and customers. This includes, but is not limited to, 24x7x365 cyber security monitoring, incident response, and timely remediation.

The Proposer must have appropriate processes and personnel to respond to legally-authorized requests, such as copyright claims and warrants.

The Proposer must ensure that Customer Premise Equipment is managed, is free from known vulnerabilities, and is remediated timely when vulnerabilities occur.

The Proposer must ensure that the privacy of customers is protected according to the California Consumer Privacy Act and other applicable laws.

The Proposer must provide customers with parental controls capability so that they may restrict access to undesirable content or to the internet based on a variety of conditions, such as time-of-day, specific device or user, or destination.

**RR36.** *Describe in detail how you will fulfill the requirements under Section 4.2.9 (Cyber Security and Privacy), including but not limited to processes and practices; number, role, and expertise of staff for each of these functions, and technologies, contractors and/or services used to fulfill these requirements.*

**RR37.** *Describe the parental controls solution you will implement to fulfill the requirement.*

#### **4.2.10 Customer Service**

The Proposer must provide best-in-class customer service offerings, with a minimum customer response time of 24 hours. At a minimum, the Proposer must provide Customer Service support 7 days a week from 08:00 to 22:00 Pacific time; however, additional customer service hours of operation are desirable. At a minimum, the County requires customer service to include support by phone, email, and SMS. In-person visitations are required to be available when a resident's issue cannot be resolved remotely. The Proposer must share customer satisfaction data with the County on a quarterly basis, as part of their quarterly performance report.

**RR38.** *Explain in detail your approach to providing ongoing customer service, including the availability of support by phone, email, SMS, and/or in-person customer support.*

- a. Provide the daily operating hours for each of these methods of support. Describe how customer service will function outside of regular working hours and on weekends.*
- b. Explain which portions of the customer service experience, if any, are automated, and which receive a review from a human customer support representative.*
- c. Identify any subcontractors that will be used to provide customer service and summarize their scopes of work.*

**RR39.** *Describe your strategy and resources to ensure your customer service efforts are conducted in all of Los Angeles County's threshold languages. Identify what additional efforts you will employ to conduct outreach in languages that are particularly widely used in the relevant Service Area, as described in Section 3.1 (Service Area Description – East Los Angeles) or Section 3.2 (Service Area Description – South Los Angeles).*

**RR40.** *Describe your approach to measuring customer satisfaction. What data collection methods will you use? Describe metrics you will use to measure and track customer satisfaction.*

#### **4.2.11 Fixed Rates Commitment and Transparent Pricing Requirements**

The Proposer must adhere to fixed rates for all retail service tiers and must waive residential installation charges for at least the initial term of the Contract. Should the term be extended, the Proposer may adjust rates in accordance with Board Policy 5.070 (Multi-Year Services Contract Cost of Living Adjustments). The County does not support promotional pricing for the Service and requires that all costs be clear and transparent to the customer at the time of Service enrollment.

**RR41.** *Using Appendix 2, Form 2 (Service Tiers Workbook), provide details of all service options that will be offered to subscribers (both residential and commercial), including the speed, monthly service costs, and customer premise equipment (CPE) cost for a potential subscriber, as well as any other information that is relevant.*

**RR42.** *Confirm your commitment to the requirements in Section 4.2.11 (Fixed Rates Commitment and Transparent Pricing Requirements).*

**RR43.** *Indicate whether you will maintain the fixed pricing commitment beyond the required five-year minimum, and if so, for how long.*

#### **4.2.12 Low-Cost Service Plan & Participation in the Affordable Connectivity Program**

The Proposer must provide a low-cost residential broadband service plan and participate in the federal Affordable Connectivity Program (ACP). The Proposer must be either an Eligible Telecommunications Carrier (ETC) in the state of California or approved by the FCC to provide Affordable Connectivity Program (ACP) benefits in California as a non-ETC broadband provider.

The low-cost service plan must meet the following criteria:

- Must not include data usage caps, surcharges, or usage-based throttling;
- Must offer a minimum speed of 100/100 Mbps;
- Must cost no more than \$30 per month, inclusive of all taxes, fees and charges;
- Must not charge for installation or setup;
- Must provide a free modem, router, or other similar CPE;
- Must not require a minimum term;
- In the event the Proposer later offers a service plan at the same or lower cost with higher speeds downstream and/or upstream, the provider must permit subscribers to the low-cost service plan to upgrade to the faster and/or lower cost plan.

The Proposer must actively support ACP enrollment in their low-cost service plan. Should the ACP program end, the Proposer is required to continue offering the low-cost service plan at the same rate.

Since most households in the Service Area qualify for the ACP, and some of the ACP-enrolled households are using the benefit for a mobile service, the County encourages the Proposer to offer access to the low-cost plan in the Service Area without regard to ACP status or customers' application of their ACP benefit to the Proposer's low-cost plan. Similarly, the County encourages the Proposer to offer an equivalent plan for small businesses and community organizations within the Service Area.

**RR44.** *State whether your Project Team currently participates in the Affordable Connectivity Program and provides a low-cost service plan that meets the low-cost service plan and participation in the ACP requirements. If so, describe your low-cost service plan and describe your Project Team's actions to advertise and enroll customers in ACP benefits. If not, describe what actions your Project Team will take to establish a compliant low-cost service plan and participate in ACP at CBN service launch.*

**RR45.** *Detail what rates your Project Team will charge for the compliant low-cost service plan to any eligible households that do not enroll in ACP or do not apply their ACP benefits to your services.*

**RR46.** *Are you able to offer an equivalent plan to the residential low-cost plan for small businesses and community organizations in the Service Area? If so, state the cost of the plan and note any differing characteristics.*

### **4.3 Proposer's Approach to Reporting, Transparency, and Compliance Requirements (10%)**

#### **4.3.1 Quarterly Performance Reports**

The County has received or intends to pursue federal and state grants for the Community Broadband Network, which requires specific regular reporting. The Proposer must submit quarterly performance reports to the County that include the following key performance indicators. Where applicable, these must be provided in GIS or KMZ format:

- Project milestones and percentage of network completion, including construction milestones, number of miles of fiber deployed, problems/issues encountered, and actions taken to resolve construction issues
- Description of changes, challenges, or risks to project timeline, including environmental compliance and permitting challenges
- Detailed reporting of actual construction costs, as compared to approved construction costs
- Subscription information including the number of paying subscribers enrolled in the service, the number of low-income subscribers enrolled in ACP, and the number of subscribers enrolled in a low-cost service plan
- Information about customers' previous Internet access prior to enrolling in the service including whether or not the customer had a previous fixed Internet subscription and the speed of that previous subscription
- Speed and latency test data at the address level for all locations served in the project area--including maximum download speed offered, maximum download speed delivered, maximum upload speed offered, maximum upload speed delivered, and latency.
- Maps and associated data for all locations served, including latitude/longitude of all buildings where service was installed and broke out by type (residential housing units, businesses, community anchor institutions)
- Documentation of advertisements, billing inserts, and marketing information by speed tier and price, including corresponding non-promotional prices, associated fees, and data allowance for each speed tier
- Customer service response time
- Customer satisfaction data
- Compliance with Prevailing Wage requirements, as described in Section 4.4.5.1
- Other reporting as required by grantor agencies or as mutually agreed upon by the Proposer and County.

#### **4.3.2 Monthly Reporting Requirements**

The County has received or intends to pursue federal and state grants for the Community Broadband Network, which requires specific regular reporting. This is in addition to the

Monthly project management meetings referenced in Section 4.2.5.1. The Proposer must report monthly on the following:

- Sections of the network that have been completed
- The number and locations of homes passed (wireline) or within range (fixed wireless) and are service ready
- The number of homes that have service connected since the previous report
- Explanation of any variance from the Project Management Plan, such as detailed explanation of delays that have occurred with a plan to remedy
- Addresses where construction has been completed and where construction will be conducted in the coming weeks (provided in a .kmz or shapefile [reference Appendix 1, Attachment 2 and Appendix 1, Attachment 3])
- Status of permitting
- Any anticipated delays
- Forecast for the upcoming weeks
- Proposed changes to the project
- Other reporting as required by grantor agencies or as mutually agreed upon by the Proposer and County.

#### 4.3.3 Performance Dashboard

Proposer must provide a dashboard or portal relaying live and historical information on the performance and status of the Service. This tool must provide the County with the ability to view real-time and monthly performance information as required, such as network uptime, history of network outages and resolutions, and network subscriber increases and decreases for targeted demographics.

This monitoring system must be capable of providing the following level of detail specified below in Tables 7 and 8. Testing methodology must follow industry standards at minimum, as well as additional requirements as specified in Appendix 1, Attachment 1 (Testing Methodology).

*Table 7. Network and CPE Monthly Reporting Requirements*

<b>Reporting Requirement</b>
Average uptime (including maximum downtime)
Average latency (including minimum and maximum)
Average service speeds (including minimum and maximum)
Number of unique active connections in the network
Number of new connections that have joined the network since the last report
The number of households that have left the network since the last report
The net growth in subscribers since the last report
Average time to connect new subscriber (from sign-up to completion of CPE installation)

This dashboard must also provide County staff with the ability to monitor near-real-time performance information with latency low enough to identify any network malfunctions. This monitoring system must be capable of providing the following level of detail for the network components specified in Table 8.

*Table 8. Network and CPE Near-Real-Time Reporting Requirements*

Component	Reporting Requirement
Base Station (wireless)	Live aggregate capacity in use
	Historical aggregate capacity for any given point in time
	Carrier aggregation status
	Operational status
	Utilization uplink and downlink
	Uplink and downlink CQI region
	Average throughput
	Max throughput
Core Network	Live aggregate capacity
	Historical aggregate capacity for any given point in time
	Operational status
	Spectrum Access System (SAS) grant notifications (wireless)
Customer Premises Equipment	Operational status
	Bandwidth consumption
	Date of last connection to the network
	User identifiers

**RR47.** Describe how you will provide a dashboard to report real-time and monthly performance metrics as required by the Performance Dashboard requirements. Explain the underlying software and technologies used.

**RR48.** Explain in detail your approach to collecting performance data (Section 4.3.3 – Performance Dashboard) and complying with monthly and quarterly reporting requirements (Sections 4.3.2 and 4.3.1, respectively). Describe any additional approaches to communicating information and performance indicators transparently with County staff and the public.



**RR49.** *Provide a narrative on how your Project Team will regularly report on the construction to comply with monthly and quarterly requirements. Describe the proposed scheduled reporting format on construction progress, network performance, and network usage. In addition to the performance dashboard, describe what information will be provided in the reports and how that information will be collected.*

#### **4.3.4 Build America, Buy America Act**

The County may seek to obtain federal grant funding through the federal Broadband Equity, Access, and Deployment Program, which currently requires grantees to comply with the Build America, Buy America Act. The Build America, Buy America Act requires that all the iron, steel, manufactured products (including but not limited to fiber-optic communications facilities), and construction materials used in the project or other eligible activities are produced in the United States unless a waiver is granted. The Proposer must comply with the Build America, Buy America Act should grant funding require compliance with said law.

**RR50.** *Assuming that a waiver is not granted, describe how compliance with the Build America, Buy America Act would impact the projected costs and deployment timeline associated with your proposal.*

**RR51.** *Describe your Project Team's previous experience complying with domestic content mandates and describe your approach to ensuring compliance should the Build America, Buy America Act be required for this project.*

#### **4.3.5 Workforce Training and Safety Standards**

Employment opportunities for local workers on projects situated within their communities are a key element of County investments. The construction and operation of the Community Broadband Network is expected to improve workforce and job readiness among fiber and telecom workers.

Proposer staff must meet applicable safety and training standards (e.g., professional certification, licensure, and/or robust in-house training). Deployment of all fiber and fiber-related infrastructure must comply with all National Electrical Contractors Association (NECA) codes and laws at the local, state, federal, and private land levels as they pertain to fiber optic installations.

**RR52.** *Describe your workforce training standards for all employees involved in both network deployment and ongoing operations. Provide a description of safety training, certification, and/or licensure requirements (e.g., OSHA 10, OSHA 30, confined space, traffic control, or other training as relevant depending on title and work) for each job title required to carry out the proposed work (including contractors and subcontractors), and detail whether there is a robust in-house training program with established requirements tied to certifications, titles; and information on the professional certifications and/or in-house training in place to ensure that deployment is done at a high standard.*

**RR53.** *Describe your protocols for complying with safety standards.*

**RR54.** *Describe your policies and practices in place to ensure contractors and subcontractors meet high labor standards and comply with state and federal labor and employment laws.*

#### **4.4 Community Benefits (15%)**

The County understands that there are various barriers to internet adoption that go beyond infrastructure deployment. The County seeks a Proposer as a partner who is committed to creatively engaging with community members to identify and overcome all barriers to internet adoption and to provide employment and career development opportunities in the designated Service Areas.

##### **4.4.1 Multilingual Community Engagement Requirement**

As described in Section 3 (Service Area Descriptions), the designated Service Areas are home to multi-ethnic and multilingual communities. As such, the Proposer must implement multilingual community outreach, customer support, service onboarding, and advertising to reach residents from a variety of linguistic backgrounds.

The Proposer must engage in community outreach and develop tailored engagement plans in all of Los Angeles County's threshold languages: English, Arabic, Armenian, Chinese (oral: Mandarin and Cantonese; written: Simplified and Traditional), Farsi, Hindi, Japanese, Khmer/Cambodian, Korean, Russian, Spanish, Tagalog, Thai, and Vietnamese. The Proposer must develop tailored engagement plans for seniors and residents with disabilities.

The areas also have high Affordable Connectivity Program eligibility rates, lower access to financial services, and may have distrust of providing personal information to governments and businesses.

The Proposer must sustain multilingual community outreach, customer support, service onboarding, and advertising throughout the term of the Contract.

***RR55. Describe your Project Team's demonstrated history of providing customer outreach, customer service and service onboarding, and advertising to populations that meet ACP-eligibility definitions.***

***RR56. Describe your experience enrolling customers in the Affordable Connectivity Program.***

***RR57. State whether customers are required to provide a social security number, credit history, or any other additional fees to subscribe. State whether customers are asked to provide any information related to employment or citizenship status.***

***RR58. Explain in detail your community outreach approach in the Service Area. Describe the methods of outreach you will employ, the frequency and times of day you plan to conduct outreach, and whether you will have an ongoing physical retail and/or customer service presence in the Service Area. Describe the estimated time it will take to achieve a 40 percent (40%) take rate among residential subscribers and the adoption rates you have achieved in other similar deployments.***

***RR59. Describe your strategy and resources to ensure your outreach efforts are conducted in all of Los Angeles County's threshold languages. Identify what additional efforts your team will employ to conduct outreach in languages that are particularly relevant in the relevant Service Area, as described in Section 3.1 (East Los Angeles Service Area) or Section 3.2 (South Los Angeles Service Area).***

***RR60. Describe your experience in outreach targeted towards seniors and accessibility for people living with disabilities.***

#### 4.4.2 Partnership With Community-Based Organizations

To reach unconnected households, the County recognizes the value of utilizing the expertise of local, community-based organizations (CBOs) that have public trust and experience serving the designated Service Area. While not a requirement, the Proposer is encouraged to partner with CBOs in the designated Service Area that meet the criteria identified below.

- CBO has a physical presence in the designated Service Area.
- CBO has a demonstrated history of service in the designated Service Area.
- CBO has a demonstrated history of engaging populations that meet ACP-eligibility criteria.
- CBO can reach eligible households in the Service Area without the need for County-provided contact lists.

***RR61. Identify all Community-Based Organizations (CBOs) you plan to partner with for community outreach, engagement, or ongoing customer service. For each CBO in the Service Area, describe your plan for collaboration with the CBO—either as an informal partner or as a paid subcontractor—including the budget, timeline, and scope of work. If you are not planning on partnering with CBOs, please state as such.***

***RR62. Provide a description of each CBO to be brought on as a subcontractor and describe how it meets each of the criteria for CBOs above. If you are not planning on partnering with CBOs, please state as such.***

#### 4.4.3 Credit Checks and Deposit Requirements

To reach unconnected households, the County would like the Service to be available to all households regardless of credit history or proof of ability to pay. The Proposer is encouraged to prohibit the use of credit checks and/or deposit requirements in determining a customer's eligibility to receive the Service.

***RR63. Describe your policy on conducting customer credit checks and requiring up-front cash deposits in order to receive service. Can you commit to prohibiting these activities? If not, describe in detail when your service may require their use.***

#### 4.4.4 Minimization of Environmental and Aesthetic Impacts

The County seeks to minimize impact on the environment and encourages Proposers to reduce environmental impacts to the extent feasible. Additionally, given the urgent need to provide this Service to the Service Area(s) that are experiencing the digital divide, Proposals should seek to utilize existing infrastructure and rights of way, and seek to minimize disturbances and impact to the environment.

The County also encourages Proposers to minimize the aesthetic impacts of their proposed designs to the Service Area. This includes minimizing visual disturbances to the public, reducing the size and quantity of equipment placed in public view, and utilizing appropriate camouflaging techniques within the community.

***RR64. Describe the ways in which your proposed design will minimize disturbances and impact to the environment.***

***RR65. Does your proposed design fall under any Statutory or Categorical Exemptions under the California Environmental Quality Act (CEQA)? Have any Lead Agencies under CEQA found your comparable projects within the State of California to be exempt from***

CEQA, and if so, please reference the jurisdiction, project, date of declaration, and supporting documentation.

**RR66.** Describe the ways in which your proposed design will minimize aesthetic impacts to the community.

**RR67.** Provide elevation drawings that show placement and dimensions and post-implementation images of each type of network and supporting infrastructure in the design visible to the public, such as antennas, small cells, towers, shelters, enclosures, and demarc boxes.

#### 4.4.5 Workforce Development

##### 4.4.5.1 Prevailing Wage Requirement

The Proposer must adhere to California prevailing wage rate law, as regulated by the State of California Department of Industrial Relations. Additionally, the County may seek to obtain federal grant funding, which may require contractor and subcontractor adherence to prevailing wages under the Davis-Bacon and Related Acts.

**RR68.** Indicate your commitment to complying with the Prevailing Wage requirement and describe your experience complying with Prevailing Wage requirements in other jurisdictions.

##### 4.4.5.2 Investment in Apprenticeship and Pre-Apprenticeship Programs

The County is committed to increasing access to career pathways through registered pre-apprenticeship and apprenticeship programs to help those with significant barriers to employment enter the workforce in skilled occupations.

**RR69.** Describe your strategy to invest in and/or partner with apprenticeship or pre-apprenticeship programs, including the specific skill set(s) or certificates the program(s) will provide, who will conduct the program, how potential attendees will be recruited to participate in the program, and program metrics for success. Detail the percentage of total contract hours that will be reserved for apprentices.

**RR70.** Identify any local institutions, such as community colleges, universities, technical training schools, or community-based organizations that you will work with to implement apprenticeship or pre-apprenticeship programs. Describe your plan for collaboration with these local institutions, including the budget, timeline, and scope of work.

#### 4.4.6 Community Investment

The County seeks to maximize investments and economic impacts for local community members and small businesses beyond the availability of the Service and its operation. The County invites innovative approaches to community inclusion, community participation, and ongoing community investment.

##### 4.4.7 Revenue Sharing and Value Capture

**RR71.** Does your Proposal include a plan to share gross revenues with the County? If so, describe your proposed revenue sharing structure.

**RR72.** Does your Proposal include a plan to invest a percentage of gross revenues into a Community Benefits Fund, to be administered by community representatives? If so, describe your proposed Community Benefits Fund structure, including but not limited to additional subscription subsidies, technology device provision, and/or additional digital literacy programming.

***RR73. Describe any other innovative approaches to maximize investment and economic impacts for local community members and businesses.***

#### **4.4.8 Technology Devices & Digital Literacy**

The County understand that the lack of internet subscriptions alone are the causes of the digital divide. Among other causes are the lack of technology devices and the digital skills necessary to access digital services and fully participate in today's society. The County encourages Proposers integrate digital literacy programming and technology device provisioning, either directly, through a partnership, or through a CBO. These activities should be structured to sustained throughout the term of the Contract, reach a substantial portion of the ACP-eligible population in the Service Area, and record metrics around the participation and outcomes from the activities.

***RR74. Does your Proposal include a plan to integrate digital literacy programming or technology device provisioning? If so, describe the planned investments and activities. Also, describe any demonstrated experience in providing technology devices or supporting digital literacy programs in communities experiencing the digital divide.***

***RR75. State whether you will participate as an ACP provider for the \$100 device discount? If so, provide details on the devices offered and how you would fulfill the device program, including the budget, timeline, and description of activities performed directly or through a subcontractor.***

## **5.0 IMPORTANT SOLICITATION DETAILS**

This section contains instructions to Proposers on how to prepare and submit their Response package.

### **5.1 County Responsibility**

County has the right to amend the WOS by written addendum. County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum will be made available to each person or organization which County records indicate has received this WOS. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Response not being considered, as determined in the sole discretion of the County. The County is not responsible for, and will not be bound by, any representations made by any of its officers or employees unless such understanding or representation is included in this WOS. Please refer to Section 8.1 (Amendments) of the Community Broadband Network Services Master Agreement, for further information.

### **5.2 Truth and Accuracy of Representations**

False, misleading, incomplete, or deceptively unresponsive statements in connection with a Response package will be sufficient cause for rejection of the Response package. The evaluation and determination in this area will be at the Department Head's sole judgment and his/her judgment will be final.

### **5.3 Firm Offer-Withdrawal of Work Order Proposal**

A Work Order Proposal (Proposal) is a firm offer and may not be withdrawn for a period of one hundred eighty (180) days following the proposal acceptance deadline. Until the Proposal submission deadline, errors in Proposals may be corrected by a request in writing to withdraw the Proposal and by submission of another complete Proposal with the mistakes corrected. Corrections will not be accepted once the deadline for submission of Proposals has passed.

### **5.4 Solicitation Requirements Review**

Any person or entity may seek a Solicitation Requirements Review by submitting Form 7 (Request for Solicitation Requirements Review) to the Department conducting the solicitation. A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request for a Solicitation Requirements Review must be made by the date indicated in Section 2.1 (WOS Timeline).
- b. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a Proposal Response.
- c. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and

- d. The request for a Solicitation Requirements Review asserts either that:
  1. Application of the minimum qualifications, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
  2. Due to unclear instructions, the process may result in the County not receiving the best possible responses from vendor.

The Solicitation Requirements Review will be completed, and the Department's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the WOS due date.

## 5.5 Proposer Conference (Virtual)

A Proposer Conference (virtual) will be held to discuss the WOS, and Proposers are encouraged to attend. The conference is scheduled as follows:

Date:	Wednesday, February 8, 2023
Time:	10:00 A.M. (Pacific Time)
Teams:	<p><b>Microsoft Teams meeting</b></p> <p><b>Join on your computer, mobile app or room device</b></p> <p><a href="#">Click here to join the meeting</a></p> <p>Meeting ID: 253 017 627 317</p> <p>Passcode: Lxddvf</p> <p><a href="#">Download Teams</a>   <a href="#">Join on the web</a></p> <p><b>Or call in (audio only)</b></p> <p><a href="#">+1 323-776-6996,,907892238#</a> United States, Los Angeles</p> <p>Phone Conference ID: 907 892 238#</p> <p><a href="#">Find a local number</a>   <a href="#">Reset PIN</a></p> <p><a href="#">Learn More</a>   <a href="#">Meeting options</a></p>

## 5.6 Questions & Clarifications

All questions regarding the WOS and the Project should be directed to Neary Ros no later than the date and time identified in Section 2.1 (WOS Timeline) via email to [CommunityBroadband@isd.lacounty.gov](mailto:CommunityBroadband@isd.lacounty.gov). All requests and/or questions and their responses will be shared with Proposers who attend the Proposer Conference via an addendum to the WOS.

Proposers must not direct communications regarding this WOS to any County of Los Angeles employee, related organizations, and/or governmental agencies. The County retains the right to disqualify any Proposer that contacts any of these individuals or organizations concerning this WOS.

## **5.7 Additional Required Details**

All documentation submitted must be clear and concise with evidence that the Proposers meet all requirements specified. Information submitted must include specific dates of commencement and completion of all relevant work experience. Additional information may, in County's sole discretion, be required.

## **5.8 County's Option to Reject Proposals**

Proposers are hereby advised that this WOS is a solicitation for proposals only, 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. The County may, at its sole discretion, reject any or all proposals submitted in response to this WOS or may, in its sole discretion, reject all proposals and cancel this WOS in its entirety. The County will not be liable for any costs incurred by the proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

## **5.9 Performance Security Bonds**

- 5.9.1 Prior to commencement of work at the County sites, the Contractor shall file surety bonds with the County in the amounts and for the purposes noted below, with surety bond language previously approved by County (as a sample, refer to Attachment 4 [Performance Security Bonds]). All bonds issued in compliance with the WO shall be duly executed by a solvent surety company that is authorized by the State of California, is listed in the United States Department of Treasury's Listing of Approved Sureties Treasury (Circular 570) (see <https://fiscal.treasury.gov/surety-bonds/circular-570.html>) and is satisfactory to the County, and it shall pay all premiums and costs thereof and incidental thereto.
- 5.9.2 Each bond shall be signed by both the Contractor (as Principal) and the Surety (refer to sample in Attachment 4 [Performance Security Bonds]).
- 5.9.3 The Contractor shall provide customary payment and performance surety bonds with good and sufficient sureties in the sum of not less than 50% of the expected cost to Contractor of installation of circuits to assure the payment of claims of materials supplied to the Contractor, subcontractors, and laborers employed by the Contractor on the Work and to assure the faithful performance of the WO. These bonds shall be maintained by the Contractor in full force and effect until the completion of installation and until all claims for materials, labor, and subcontracts are paid.
- 5.9.4 Should any surety or sureties upon said bonds or any of them become insufficient or be deemed unsatisfactory by the County, said Contractor shall replace said bond or bonds with good and sufficient sureties within ten (10) days after receiving notice from the County that the surety or sureties are insufficient or unsatisfactory.
- 5.9.5 No further payment shall be deemed due or will be made under this WO until the new sureties shall qualify and be accepted by the County.



- 5.9.6 All performance bond liability will cease one (1) year from the completion date of the Project. The balance of any warranty or guarantee beyond one (1) year required by the County shall continue to be guaranteed solely by Contractor. The payment bond liability will cease at the termination of any time required by law. Notwithstanding anything to the contrary in this WO, the payment bond for labor and materials and the bond for faithful performance are not applicable to any performance guarantee agreement, operation and management agreement, or any warranties provided pursuant to this Project.

## 6.0 RESPONSE SUBMISSION REQUIREMENTS

A Response package must be submitted electronically in Microsoft Word, PDF, and Excel format. The Proposal must be signed by a person who is duly authorized to bind the Proposer to contracts. Proposals are due on or before date and time stated in Section 2.1 (WOS Timeline) of this WOS. All proposal prices/offers must be effective for the term stated in Section 2.4 (Term) of this WOS. **A separate Response package must be submitted for each Service Area. Clearly mark which Service Area you are responding to on your submission. The County will not consider proposals that respond to both Service Areas in one Response or if it is not clear which Service Area you are proposing.**

The proposer's Proposal must be titled:

“Proposal for Community Broadband Network Services

Service Area: **XX**

Minimum Speed: **XX/XX**

**Fixed Wireless or Wireline”**

Proposer shall include, along with its proposal submission, completed copies of Appendices and Required Forms.

The Response package referred to herein is an integral part hereof and will be made a part of the Work Order for reference and clarification. In the event of conflict between the Work Order and the Response package, the provisions of the Work Order will prevail.

Proposers must also submit one (1) electronic copy of its Response package in a searchable Adobe PDF format, with all confidential, proprietary and trade secret information redacted as described in this section. Proposers must specifically redact only those parts of the Response package that are actually trade secrets, confidential, or proprietary in nature. Blanket or categorical redactions and/or statements of confidentiality, or the marking of each page of the proposal as "Trade Secret," "Confidential," or "Proprietary," are not acceptable.

ISD will use the selection process described in Section 8.0 (Proposal Selection Process) of this WOS to review and verify the Minimum Requirements and Minimum Performance Requirements.

Proposers must submit their complete and responsive response packages no later than the date and time specified in Section 2.1 (WOS Timeline) of this WOS to the following address: [CommunityBroadband@isd.lacounty.gov](mailto:CommunityBroadband@isd.lacounty.gov).

The County will, in its sole right, judge the contents of the Response package and determine successful submissions pursuant to this WOS. It is the responsibility of the Proposer to ensure that its Proposal submission is received before the submission deadline. Submitting Proposers will bear all risks associated with delays in delivery. Any Proposal submissions received after the scheduled Proposal due date and time will not be accepted (refer to Section 2.1 (WOS Timeline)).

Note: Marketing material will not be accepted, such material will be discarded and will not be used in the evaluation of this Work Order Solicitation.

The content and sequence of the Response package must be as follows:

## **6.1 Cover Letter and Table of Contents**

- a. A cover letter must bear the signature of a duly authorized officer, manager, or partner of the proposing entity that will serve as the principal for the project. The cover letter must clearly identify the person or persons authorized to represent the Proposer's team, including their contact information.
- b. A Table of Contents that lists all material included, along with a clear definition of the material, identified by sequential page numbers and by Section reference numbers.

## **6.2 Executive Summary (SECTION 1 of Response package)**

Proposers must highlight the contents of the Response package to provide the County a broad understanding of the Proposer's qualifications, experience, and staffing.

*The Executive Summary Section is not to exceed 5 pages, single spaced in 12-point Arial font on a standard page (8.5"X11"), one sided. If it exceeds 5 pages only the first 5 will be considered.*

## **6.3 References and Required Responses (SECTION 2 of Response package)**

### **6.3.1 Required Responses from Section 4 (Statement of Work with Associated Required Responses)**

Proposers must provide the numbered Required Responses in Section 4 (Statement of Work with Associated Required Responses), beginning with RR1 and ending with RR75.

**RR6** through **RR13** are required for wireline network designs; for fixed wireless designs, mark those RR's as "Not Applicable" or "N/A".

**RR14** through **RR19** are required for fixed wireless designs; for wireline designs, mark those RR's as "Not Applicable" or "N/A".

### **6.3.2 References**

**RR76.** *Proposer must provide references for three (3) government agencies where same or similar scope of services were provided to demonstrate that Proposer meets the minimum qualifications stated in Section 4.1 (Project Team Experience) of this WOS using Form 5 (References/Description of Experience).*

*Proposer may provide two (2) additional references in the event that a reference is non-responsive. Proposer may use additional sheets, if necessary.*

*It is the proposer's sole responsibility to ensure that information provided for each reference is accurate.*

*County may disqualify a proposer as non-responsive and/or non-responsible if:*

- a. *references fail to substantiate proposer's description of the services provided; or*
- b. *references fail to support that proposer has a continuing pattern of providing capable, productive and skilled personnel, or*
- c. *the Department is unable to reach the point of contact with reasonable effort. It is the proposer's responsibility to inform the point of contact of normal working hours.*

## **6.4 Proposer's Financial Capacity (SECTION 3 of RESPONSE PACKAGE)**

The Response package must include information that will enable the County to discern the financial resources available to the Proposer. Such information should help the County determine whether the Proposer has the financial ability to implement and maintain the services. Proposers must submit adequate information that fully demonstrates their financial capacity and readiness to implement and maintain the services.

***RR77.** Provide copies of the Proposer's most current and prior two (2) fiscal years (e.g., 2020 and 2021) financial statements. Statements should include the company's assets, liabilities, and net worth and at a minimum should include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. It should be noted that depending on the nature of the entity, i.e., for-profit, non-profit, governmental, the title of these statements may differ. For example, for a non-profit entity the Balance Sheet is referred to as the Statement of Financial Position.*

If audited statements are available, these should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

## **6.5 Access to Financing, Public-Private Partnership Structure, Financial Offer, and Soundness of Financial Assumptions (25%) - Financial Offer (SECTION 4 of RESPONSE PACKAGE)**

### **6.5.1 Access to Financing**

Given the scope and criticality of this public digital equity project, the Proposer must demonstrate it has sufficient available funding to provide the required services aside from the Financial Offer and any requested public investment.

***RR78.** Provide a detailed description of any financing your Project Team plans to contribute to the project.*

***RR79.** Provide a detailed description of equity and debt sources for financing this project. Describe each investor's equity commitment to the project, including letters of commitment from each equity investor. Provide satisfactory evidence of Respondent's ability to secure project debt, including tentative commitment letters from prospective lenders.*

***RR80.** Provide a detailed description of other types of conditional public funding sources for financing this project, if applicable. Respondents who choose to include such sources of funding should indicate their experience in utilizing such sources or identify their anticipated capacity to secure such funding sources. They should also describe their level of confidence in receiving such funding sources for this project.*

### **6.5.2 Public-Private Partnership Structure, Soundness of Financial Assumptions, and Financial Offer to the County**

The County is open to a variety of public-private partnership structures, including fee-for-service, joint venture, or one-time subsidy. Respondents are expected to specify their preferred partnership structure and to what extent the County would own or control any infrastructure deployed through the project.

The County and partnering governmental agencies are open to the awarded Proposer to utilize or co-locate Service infrastructure on or in certain public assets, such as buildings, towers, poles, and conduit as part of the public-private partnership, subject to each agency's approvals.

Specific terms of rights and responsibilities retained or bestowed will be negotiated between the County and the awarded Proposer.

The County will consider the soundness of assumptions made in the Financial Offer to the County based on assumptions stated in the Financial Offer Workbook as it evaluates the Proposer's Financial Offer.

***RR81. Describe your proposed public-private partnership structure and indicate to what extent the County would retain ownership or control of the network.***

***RR82. Are you willing to negotiate a buy-out option if the County expresses interest in acquiring ownership of network assets or if the Respondent plans to sell or assign its interests in the network? Under what terms and conditions would the Respondent agree to a buy-out option?***

***RR83. Indicate whether utilization of public assets is included in your Proposal and reflected in the financial offer to the County. If so, describe the assets you would utilize and their commercial value.***

***RR84. Provide a detailed description of your Project Team's requested financial subsidy from the County, including the total required one-time Capital Expense (CAPEX) subsidy, any one-time Operational Expense (OPEX) subsidy, and any ongoing OPEX subsidies. Provide any backup materials that substantiate your subsidy request.***

***RR85. Using Appendix 2, Form 3 (Financial Offer Workbook – East LA Service Area) or Appendix 2, Form 4 (Financial Offer Workbook – South LA Service Area) depending on the proposed Service Area, provide detailed cost, revenue, financing, and subsidy assumptions. This simplified financial model is intended to allow the County to assess the value of its investment over the 30-year life of the network.***

## **6.6 Required Forms (SECTION 6 of RESPONSE PACKAGE)**

Proposer must complete and include all forms identified in Appendix 2 (Required Forms). The person signing the form must be authorized to sign on behalf of the Proposer and to bind the Proposer in a contract. Proposers are instructed to use the forms as provided in this WOS and refrain from modifying or reproducing the required forms on their Company's letterhead.

<b>Form 1</b>	Bill of Materials Workbook
<b>Form 2</b>	Service Tiers Workbook
<b>Form 3</b>	Financial Offer Workbook – East LA Service Area
<b>Form 4</b>	Financial Offer Workbook – South LA Service Area
<b>Form 5</b>	References/Description of Experience
<b>Form 6</b>	Judgments and Pending Litigation*
<b>Form 7</b>	Request for Solicitation Requirements Review
<b>Form 8</b>	Request for Preference Program Consideration
<b>Form 9</b>	Proposer Acknowledgement and Confidentiality Agreement
<b>Form 10</b>	Request/Approval to Subcontract (if applicable)
<b>Form 11</b>	COVID-19 Vaccination Certification of Compliance

### **\*Judgments and Pending Litigation Instructions:**

Proposer must identify by name, case and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five (5) years. Provide a statement describing the size and scope of any pending or threatened litigation against the Proposer or principals of the Proposer.

## **7.0 PASS/FAIL PROCESS**

### **7.1 Adherence to Minimum Requirements (Pass/Fail)**

All Response packages submitted by due date identified in Section 2.1 (WOS Timetable) will be reviewed for adherence to Minimum Requirements and Minimum Performance Requirements as described in Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of this WOS based on the information contained in the respective Response package. The County reserves the right to request additional information, as deemed necessary and appropriate, from Proposers and third parties other than those provided by the Proposers. The County reserves the right, in its sole discretion, to reject any Response package that is determined to be inadequate, incomplete, non-responsive, or untimely. The County, in its sole discretion, also reserves the right to waive minor deficiencies, irregularities, or technicalities in any Response package, if it determines it is in the County's best interest to do so.

Proposers may also, at the discretion of the County, be required to respond in writing to questions or clarifications requested by the County. Following analysis of the foregoing, the County may make a decision to reject all Response packages, to terminate the WOS, or to qualify Proposer to continue to the selection process. All Proposers will be notified in writing of the County's decisions.

### **7.2 Disqualification Review**

A Response package may be disqualified from consideration if it does not meet Minimum Requirements and/or Minimum Performance Requirements identified in Sections 2.2 and 2.3 of this WOS, or if ISD determines it was non-responsive at any time during the review/evaluation process. If ISD determines that a Proposal is disqualified due to non-responsiveness, ISD will notify the Proposer in writing.

Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

- a. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
- b. The request for a Disqualification Review asserts that the ISD's determination of disqualification due to non-responsiveness was erroneous (e.g., factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review will be completed, and the determination will be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

## **8.0 PROPOSAL SELECTION PROCESS**

All Proposals that meet the Minimum Requirements and Minimum Performance Requirements will be evaluated based on the criteria listed below. All Proposals will be scored and ranked in numerical sequence from high to low.

The County and Proposer may negotiate the final contract. If a satisfactory agreement cannot be negotiated, the County may, at its sole discretion, begin negotiations with the next highest scoring Proposal submitted by a qualified Proposer, as determined by the County. The County retains the right to select a Proposal(s) other than the Proposal receiving the highest number of points if County determines, in its sole discretion, another Proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

### **8.1 Proposal Evaluation and Criteria**

#### **8.1.1 Project Team Experience (10%)**

**8.1.1.1** Proposer will be evaluated on the verification of references provided in Subsection 6.3.2 (RR76) of this solicitation. In addition to the references provided, a review will include the County's Contract Database and Contractor Alert Reporting Database (CARD), if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category.

**8.1.1.2** Proposer will be evaluated on their experience and capability as a corporation or other entity to perform the required services based on its responses to Required Responses RR1 to RR5 relating to Section 4.1 (Project Team Experience) and its subsections.

#### **8.1.2 Proposer's Approach to Network Design, Deployment and Operations (40%)**

The Proposer will be evaluated on its responses to Required Responses RR6 to RR46 on how it will meet the County's requirements in Section 4.2 (Proposer's Approach to Network Design, Deployment, and Operations).

#### **8.1.3 Proposer's Approach to Reporting, Transparency, and Compliance Requirements (10%)**

The Proposer will be evaluated on its responses to Required Responses RR47 to RR54 on how it will meet the County's requirements in Section 4.3 (Proposer's Approach to Reporting, Transparency and Compliance Requirements) and their subsections.

#### **8.1.4 Community Benefits (15%)**

The Proposer will be evaluated on its responses to Required Response RR55 to RR75 on how it will meet the County's requirements and desired Proposer practices in Section 4.4 (Community Benefits) and its subsections.

#### **8.1.5 Access to Financing, Public-Private Partnership Structure, Financial Offer, and Soundness of Financial Assumptions (25%)**

Proposers will be evaluated based on ability to demonstrate sufficient non-public funding sources, beneficial public-private partnership terms, soundness of the assumptions in the financial offer, and financial value for the County—defined as the highest net present



value of the County's overall financial investment and ongoing revenues per subscriber over the 30-year life of the network (as determined by the County) based on information provided in Required Responses RR78 to RR85.

<b>Project Team Experience (10%)</b>	<b>1,000 points</b>
<b>Proposer's Approach to Network Design, Deployment and Operations (40%)</b>	<b>4,000 points</b>
<b>Proposer's Approach to Reporting, Transparency, and Compliance Requirements (10%)</b>	<b>1,000 points</b>
<b>Community Benefits (15%)</b>	<b>1,500 points</b>
<b>Access to Financing, Public-Private Partnership Structure, Financial Offer, and Soundness of Financial Assumptions (25%)</b>	<b>2,500 points</b>
<b>TOTAL POINTS POSSIBLE (100%)</b>	<b>10,000 points</b>

## **8.2 Local Small Business Enterprise (LSBE) Preference Program**

- 8.2.1 The County will give LSBE preference during the solicitation process to businesses that meet the definition of an LSBE for solicitations subject to the federal restriction on geographical preferences, consistent with Chapter 2.204.030D.2 of the Los Angeles County Code.
- 8.2.2 The business must be certified by DCBA prior to requesting the LSBE Preference in a solicitation. To apply for certification as an LSBE, businesses should contact DCBA at <http://dcba.lacounty.gov>.
- 8.2.3 Businesses requesting the LSBE preference must complete and submit Appendix 2 (Required Forms), Form 8 (Request for Preference Program Consideration), and submit their LSBE certification approval letter ("Certification for Federally Funded Solicitations") from the DCBA with their proposal.

In evaluating the Financial Offer, the County will award the maximum number of possible points to the lowest cost. All other proposed Financial Offers will be compared to the lowest cost and points awarded accordingly. However, should one or more of the Proposers request and be granted the Local Small Business Enterprise Preference (see Form 8 – Request for Preference Program Consideration), the cost component points awarded under Financial Offer will be determined as follows:

- Fifteen percent (15%) of the lowest cost proposed will be calculated, not to exceed \$150,000, and that amount will be deducted from the cost submitted by all Proposers who requested and were granted the preference.
- In no case will any preference be combined to exceed fifteen percent (15%) of the lowest responsible Financial Offer meeting specifications.

### **8.3 Contractor Selection**

Following the completion of the evaluation, ISD will return to the Board with an evaluation analysis for the Work Order Solicitation, including solution options and costs, and the highest-ranking proposer for each option for the Board's consideration. Unless otherwise directed by the Board, ISD will provide the Board with the results of the Work Order Solicitation and recommended Community Broadband Network solution option. The Board will have the option to introduce and adopt a Board Motion to direct the Director of the Internal Services Department, or his designee, to execute the Work Order using the applicable Community Broadband Network solution option selected by the Board. Adoption of the Motion will allow the County to move forward with the award of the Work Order. After 90 days, if the Board does not decide to proceed with a Board Motion, ISD will proceed with cancelation of the Work Order Solicitation.

The Board is the ultimate decision-making body and makes the final determination necessary to arrive at a decision to award, or not to award, a lease or other agreement. No representation of any County official, employee or agent will be binding on the County. Only the Board can legally bind the County.

### **8.4 Department's Proposed Contractor Selection Review**

#### **8.4.1 Departmental Debriefing Process**

Upon completion of the evaluation, the Department will notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer will be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers will not be discussed, although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Subsection 8.4.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

#### **8.4.2 Proposed Contractor Selection Review**

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Section may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

- a. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
- b. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);

- c. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
  - 1. The Department materially failed to follow procedures specified in its solicitation document. This includes:
    - i. Failure to correctly apply the standards for reviewing the proposal format requirements.
    - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.
    - iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
  - 2. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended contractor.
  - 3. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
  - 4. Another basis for review as provided by state or federal law; and
- d. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the lowest cost, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative will issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board (if applicable).

## **8.5 County Independent Review Process**

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

- a. The person or entity requesting a County Independent Review is a Proposer;
- b. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and
- c. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (1) arise from the Department's written decision and (2) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Section 8.4.2 above.

Upon completion of the County Independent Review, ISD will forward the report to the Department, which will provide a copy to the Proposer.

## **9.0 WORK ORDER SOLICITATION CONTACT INFORMATION**

Questions regarding this Work Order Solicitation must be addressed to Neary Ros at [CommunityBroadband@isd.lacounty.gov](mailto:CommunityBroadband@isd.lacounty.gov) as stated in the above solicitation information. A written response will be provided by the County via electronic mail in accordance with Section 2.1 (WOS Timeline).

## **10.0 CONFLICT OF INTEREST**

No County employee whose position in the County enables him/her to influence the selection of a Proposer for this WOS, or any competing WOS, nor any spouse of economic dependent of such employees, may be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Provider. Proposer must certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code.

## **11.0 APPENDICES**

### **Appendix 1 – Attachments**

- Attachment 1 – Testing Methodology
- Attachment 2 – East LA Service Area – Boundary Shapefile
- Attachment 3 – South LA Service Area – Boundary Shapefile
- Attachment 4 – Performance Security Bonds

### **Appendix 2 – Required Forms**

- Form 1 – Bill of Materials Workbook
- Form 2 – Service Tiers Workbook
- Form 3 – Financial Offer Workbook - East LA Service Area
- Form 4 – Financial Offer Workbook – South LA Service Area
- Form 5 – References/Description of Experience
- Form 6 – Judgments and Pending Litigation
- Form 7 – Request for Solicitation Requirements Review
- Form 8 – Request for Preference Program Consideration
- Form 9 – Proposer Acknowledgement and Confidentiality Agreement
- Form 10 – Request/Approval to Subcontract (if applicable)
- Form 11 – COVID-19 Vaccination Certification of Compliance

# **APPENDIX 1**

## **COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT**

### **WORK ORDER SOLICITATION FOR EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

## **STATEMENT OF WORK/REQUIREMENTS**

### **ATTACHMENTS**

- 1 Testing Methodology
- 2 SD1 – East LA Service Area – Boundary Shapefile
- 3 SD2 – South LA Service Area – Boundary Shapefile
- 4 Performance Security Bonds

# APPENDIX 1, ATTACHMENT 1 – TESTING METHODOLOGY

## 1.1 Reporting Dashboard

Contractor must provide a dashboard or portal relaying live and historical information on the performance and status of the Service. This tool must provide the County with the ability to view monthly performance information, such as network uptime, history of network outages and resolutions, and network subscriber increases and decreases for targeted demographics.

This monitoring system must be capable of providing the following level of detail specified below in Table 1. Testing methodology must follow industry standards at minimum.

*Table 1. Network and CPE Monthly Reporting Requirements*

Reporting Requirement
Average uptime (including maximum downtime)
Average latency (including minimum and maximum)
Average service speeds (including minimum and maximum)
Number of unique active connections in the network
Number of new connections that have joined the network since the last report
The number of households that have left the network since the last report
The net growth in subscribers since the last report
Average time to connect new subscriber (from sign-up to completion of CPE installation)

This dashboard shall also provide LAISD staff with the ability to monitor near-real-time performance information with latency low enough to identify any network malfunctions. This monitoring system must be capable of providing the following level of detail for the network components specified in Table 2:

*Table 2. Network and CPE Near-Real-Time Reporting Requirements*

Component	Reporting Requirement
Base Station (wireless)	Live aggregate capacity in use Historical aggregate capacity for any given point in time Carrier aggregation status Operational status
Core Network	Live aggregate capacity Historical aggregate capacity for any given point in time

	Operational status Spectrum Access System (SAS) grant notifications (wireless)
Customer Premises Equipment	Operational status Bandwidth consumption Date of last connection to the network User identifiers

## 1.2 Wireline Throughput Testing

All testing should match testing requirements as laid out by FCC performance measures testing standards for broadband grant programs.<sup>1</sup> Speed testing methodology, latency testing methodology, testing locations, and response reporting should be consistent with requirements for federal grant programs, including the requirements listed in Table 3.

*Table 3. FCC Performance Testing Requirements*

<b>Process Detail</b>	FCC
<b>Testing topics</b>	Download, Upload, Latency
<b>Download and upload speeds tested</b>	Up to 1 Gbps / 500 Mbps
<b>Latency tested</b>	Less than or greater than 100 milliseconds
<b>Source of active ISP subscriber addresses</b>	ISP must enter its ongoing deployment progress for each household into the FCC's HUBB portal's map; must provide proof of established customer service and other service details (like speed) for each household
<b>Number of locations tested</b>	The lesser of 50 locations or 10 percent of total subscribers; minimum 5 locations
<b>Testing period</b>	6 p.m. and 12 a.m. local time
<b>Testing frequency</b>	Each hour for six hours, for one week
<b>Required results</b>	At least 80% of all of the speed test results must be at a minimum of 80% of the subscription connection speeds for uplink and downlink; 95 percent of latency measurements must be at or below 100 milliseconds round-trip time
<b>Reporting</b>	Uses the FCC's <a href="#">Speed Data Upload Template</a> and <a href="#">Latency Reporting Template</a>
<b>Testing Methods</b>	Range of methods listed, including Consumer Premises Equipment (CPE)
<b>Testing Paths</b>	Through any FCC-designated Internet Exchange Points (IXP)

<sup>1</sup> HYPERLINK "<https://www.usac.org/high-cost/annual-requirements/performance-measures-testing/>"<https://www.usac.org/high-cost/annual-requirements/performance-measures-testing/>

## 1.3 Wireless Throughput Testing

### 1.3.1 Location testing

A UDP throughput test should be performed at 6 locations per sector resembling the actual deployment scenario envisioned by the respondent. These locations need to be close (expected high signal strength), medium (expected good signal strength), and far (expected marginal signal strength) This includes actual CPE equipment mounted at the intended heights. If the proposed deployment scenario is indoor, the base station power needs to be temporarily attenuated by a minimum of 15 dB to account for building losses so the test can be performed outdoor. The UDP traffic should be set to generate 100 Mbps downstream and 100 Mbps upstream. The sector base station radio should have the “dummy load” feature enabled and set to 100%. This will replicate the interference seen from the other sectors of the site. Statistics such as RSRP, RSRQ, throughput, RSSI, and any CQI information or the technologies equivalent should be recorded. The test user equipment (CPE) should be the same residential unit used in the full-scale deployment plan. Following this methodology will show the area that a user can meet the minimum 100 Mbps downstream and 100 Mbps upstream end user criteria, taking into account interference from the adjacent sectors. This test will set an upper bound of end user performance. During this testing, several ping test should also be performed, and latency recorded. The UDP traffic generator can be used for the destination pings.

### 1.3.2 Stress Testing

The respondent shall also perform a stress test on each sector once construction is complete. This is referred to as a “pizza pie” test. The pizza pie test will simulate network performance when many users are attached to the network at the same time. The concept behind this test, which is standard in the wireless industry, is that placing the test locations in a narrow strip within a single sector will simulate a larger number of connected users and identify limits in network performance. Thus, this test will help simulate what the performance would be in a loaded environment.

The test requires the UDP traffic generator and six individuals at test locations with separate CPEs. Two CPEs should be placed in the good signal area (RSRP > 90 dBm), two CPEs in the average area (RSRP of -110 to -90 dBm), and two CPEs in the poor signal area (RSRP < -110 dBm), all lined up along a narrow wedge area from the antenna. Non 3GPP technologies should follow this qualitative signal indicator (good, average, poor) for their corresponding signal strengths. The user devices should be placed well within the main beam of the antenna ( $\pm 15$  degrees of the pointing azimuth of the antenna) to ensure that the CPEs will not hand over to the adjacent sector. All the six CPEs must be served by the same sector radio (eNodeB). Each CPE should be set to receive/generate UDP traffic at speeds based upon the end user throughput criteria of 100 Mbps downstream and 100 Mbps upstream. The speed criteria should be adjusted to account for any oversubscription assumptions. Tests should also be performed at 1 kbps downstream and 1 kbps upstream to simulate the “off state”.

The test cases are outlined below. The CPEs shall be all operational at a single window of time. RSRP, RSRQ, throughput, RSSI, and any CQI information (for non 3GPP technologies use the corresponding metrics) should be recorded for each test scenario. The sites other two sectors/cells should have a dummy load set 100%. The test UE should be the residential unit used in the full-scale deployment plan. The results should be evaluated and compared to the design.

The test scenarios should be as follows in *Table 4*.

Table 4: Test Cases for Sector Throughput Testing

Test Case	CPEs with RSRP>-90 dBm	CPEs with RSRP between -110 and -90 dBm	CPEs with RSRP<-110 dBm
1	A	A	A
2	B	A	A
3	B	B	A

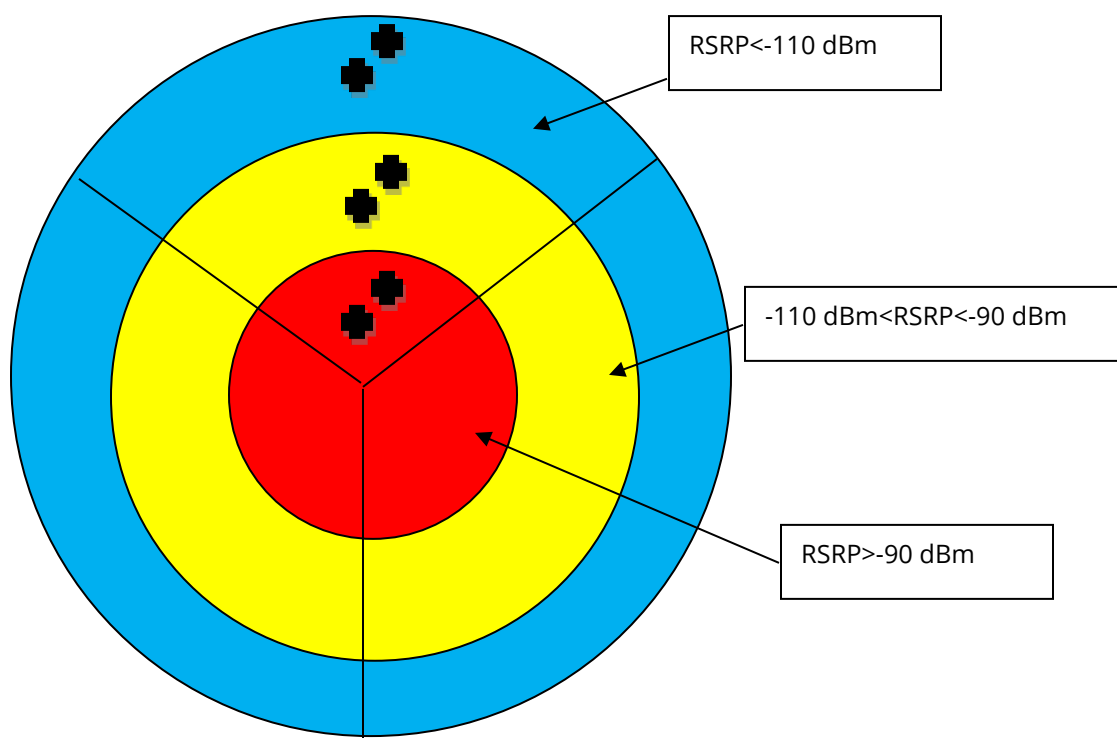


4	B	A	B
5	A	A	B
6	A	B	B
7	A	A	B

### Test Scenarios

Test Scenario A: 100 Mbps downstream and 100 Mbps second upstream (scaled to oversubscription assumptions)

Test Scenario B: 1 kbps downstream and 1 kbps upstream (to ensure CPE is RRC\_CONNECTED and not RRC\_IDLE).



### Test CPE alignment

Depending upon the eNodeB scheduling algorithm the test may have some varying results. It is expected that the CPEs in areas above -110 dBm RSRP can be supported simultaneously. At this moment, it is uncertain how the eNodeB will schedule resources to the CPEs in areas below -110 dBm RSRP. This test will assess the sector capacity and under loaded conditions.

The data collected from this test will be useful in projecting the number of users supported when distributed throughout varying radio conditions. Also, the test can be used to set expectations of end user performance and throughput in a loaded network for differing radio conditions. This test can be viewed as determining a lower bound of performance of the network. The combination of the previous drive test and the “Pizza Pie” test can be used to set an upper and lower bound of network performance in varying RF conditions.

**STATEMENT OF WORK – PERFORMANCE SECURITY BONDS  
COMMUNITY BROADBAND NETWORKS MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)  
BOND FOR FAITHFUL PERFORMANCE**

KNOW ALL PERSONS BY THESE PRESENTS:

That we, \_\_\_\_\_, A **California** Corporation, as principal, and

XXXXXXXXXX Surety Company  
Address  
City, State, Zip Code

as surety, are held and firmly bound unto COUNTY OF LOS ANGELES, State of California, hereinafter referred to as County, in the sum of **XXXXXXXXXXXXXXXXXXXX DOLLARS (\$XXX,000)**, lawful money of the United States, for the payment of which sum, well and truly to be made, we bind ourselves, jointly and severally, firmly by these presents.

The condition of the foregoing obligation is such that whereas said principal has been awarded and is about to enter into the Work Order with the County of Los Angeles, State of California, and is required by said County to give this bond in connection with the execution of said contract.

NOW, THEREFORE, if the said principal shall well and truly do and perform all of the covenants and obligations of said contract on its part to be done and performed at the times and in the manner specified therein, then this obligation shall be null and void, otherwise it shall be and remain in full force and effect. No premature payment by said County to said principal shall exonerate any surety unless the Board of Supervisors of said County shall have actual notice that such payment is premature at the time it is ordered by said Board, and then only to the extent that such payment shall result in loss to such surety, but in no event more than the amount of such premature payment.

WITNESS our hands this \_\_\_\_\_ day of \_\_\_\_\_, 202\_\_.

**XXX Corporation**

\_\_\_\_\_  
President

Approved as to form:

DAWYN R. HARRISON  
Interim County Counsel

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Surety

By \_\_\_\_\_  
Deputy County Counsel

\_\_\_\_\_  
Attorney-in-Fact

**COMMUNITY BROADBAND NETWORKS MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)  
PAYMENT BOND FOR LABOR AND MATERIALS**

KNOW ALL PERSONS BY THESE PRESENTS:

That we, XXXXXXXXXXXXXXXXXXXX., A **California** Corporation, as principal,  
and

Company  
Address  
City, State, Zip Code

as surety, are held firmly bound unto COUNTY OF LOS ANGELES, State of California, hereinafter referred to as County, in the sum of **XXXXXXXXXXXXXXXXX DOLLARS (\$XXX,000)** lawful money of the United States, for the payment of which sum, well and truly made, we bind ourselves, jointly and severally, firmly by these presents.

The condition of the above obligation is such that, whereas said principal has been awarded and is about to enter into a written Work Order with County which is hereto attached, made a part hereof, and to which reference is hereby made for all particulars, and is required by said County to give this bond in connection with the execution of said contract.

NOW, THEREFORE, if said principal, as contractor in said contract, or principal's subcontractor, fails to pay any of the persons referred to in Section 3181 of the Civil Code of the State of California for labor performed, skills or other necessary services bestowed, site improvement made, equipment leased, or appliances, equipment, implements, machinery, materials, power, provender, provisions, teams, or trucks furnished or used in, upon, or about the performance of this work contracted to be done, or for amounts due under the Unemployment Insurance Code with respect to work or labor performed by such claimant, or for any amounts required to be deducted, withheld, and paid over to the Employment Development Department from the wages of employees of the contractor and subcontractors pursuant to Section 13020 of the Unemployment Insurance Code, with respect to such work and labor, said surety shall pay for the same in an amount not exceeding the sum specified above, and if suit is brought upon this bond, a reasonable attorney's fee to be fixed by the court. This bond is executed pursuant to Chapter 7 of Division 3, Part 4, Title 15 of the Civil Code of the State of California, and shall insure to the benefit of any of the persons referred to in said Civil Code Section 3181, as it now exists or may hereafter be amended, so as to give a right of action to such persons or their assigns in any suit brought upon this bond. No premature payment by said County to said principal shall exonerate any surety unless the Board of Supervisors of said County shall have actual notice that such payment is premature at the time and it is ordered by said Board, and then only to the extent that such payment shall result in loss to such surety, but in no event more than the amount of such premature payment.

It is agreed, that any alterations in the work to be done, or increase or decrease of the materials to be furnished, which may be made pursuant to the terms of said contract shall not in any way release either the principal or surety hereunder, nor shall any extensions of time granted under the provisions of said contract release either the principal or surety, and notice of such alterations or extensions of this contract is hereby waived by the surety.

WITNESS our hands this \_\_\_\_\_ day of \_\_\_\_\_, 202\_\_.

Contractor

\_\_\_\_\_  
President

Approved as to form:

DAWYN R. HARRISON  
Interim County Counsel

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Surety

By \_\_\_\_\_

\_\_\_\_\_

Deputy County Counsel

Attorney-in-Fact

# **APPENDIX 2**

## **COMMUNITY BROADBAND NETWORKS MASTER AGREEMENT**

### **WORK ORDER SOLICITATION FOR EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

## **REQUIRED FORMS**

### FORMS

- 1 BILL OF MATERIALS WORKBOOK
- 2 SERVICE TIERS WORKBOOK
- 3 FINANCIAL OFFER WORKBOOK – EAST LA SERVICE AREA
- 4 FINANCIAL OFFER WORKBOOK – SOUTH LA SERVICE AREA
- 5 REFERENCES/DESCRIPTION OF EXPERIENCE
- 6 JUDGEMENTS AND PENDING LITIGATION
- 7 REQUEST FOR SOLICITATION REQUIREMENTS REVIEW
- 8 REQUEST FOR PREFERENCE PROGRAM CONSIDERATION
- 9 PROPOSER ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT – Previously included as Exhibit G to CBNSMA
- 10 REQUEST/APPROVAL TO SUBCONTRACT (IF APPLICABLE)
- 11 COVID-19 VACCINATION CERTIFICATION OF COMPLIANCE

**COUNTY OF LOS ANGELES  
COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**REFERENCES/DESCRIPTION OF EXPERIENCE**

Proposer must provide references for three (3) government agencies where same or similar scope of services were provided to demonstrate that Proposer meets the minimum qualifications stated in Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of the solicitation. Proposer may provide two (2) additional references in the event that a reference is non-responsive. Proposer will be evaluated on the verification of references, including past performance history. Proposer must also include all public entities contracts for the last three (3) years where the same or similar scope of services was provided.

County reserves the right to utilize any reference of Proposer, listed or not listed. Failure to complete or provide accurate information may disqualify proposal from further consideration. Use additional pages if required.

**COUNTY OF LOS ANGELES  
COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**REFERENCES/DESCRIPTION OF EXPERIENCE**

**Project 1:**

Work Performed as: (Check One)

Prime Contractor: ☐ Subcontractor: ☐

Client Name: \_\_\_\_\_

Project: \_\_\_\_\_

Project Description (include description work relevant to Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of WOS)

Project Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Size/Scope of Project: \_\_\_\_\_

Contract Amount: \$ \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone No: _____	Email: _____	_____
---------------------	--------------	-------

Project Manager Name: \_\_\_\_\_

**COUNTY OF LOS ANGELES  
COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**REFERENCES/DESCRIPTION OF EXPERIENCE**

**Project 2:**

Work Performed as: (Check One)

Prime Contractor: ☐ Subcontractor: ☐

Client Name: \_\_\_\_\_

Project: \_\_\_\_\_

Project Description (include description work relevant to Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of WOS)

Project Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Size/Scope of Project: \_\_\_\_\_

Contract Amount: \$ \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone No: _____	Email: _____	_____
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Project Manager Name: \_\_\_\_\_



**COUNTY OF LOS ANGELES**  
**COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT**  
**WORK ORDER SOLICITATION FOR**  
**EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND**  
**SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**REFERENCES/DESCRIPTION OF EXPERIENCE**

**Project 3:**

Work Performed as: (Check One)

Prime Contractor: ☐ Subcontractor: ☐

Client Name: \_\_\_\_\_

Project: \_\_\_\_\_

Project Description (include description work relevant to Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of WOS)

Project Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Size/Scope of Project: \_\_\_\_\_

Contract Amount: \$ \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Email: \_\_\_\_\_

Project Manager Name: \_\_\_\_\_

**COUNTY OF LOS ANGELES  
COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**REFERENCES/DESCRIPTION OF EXPERIENCE**

**Project 4:**

Work Performed as: (Check One)

Prime Contractor: ☐ Subcontractor: ☐

Client Name: \_\_\_\_\_

Project: \_\_\_\_\_

Project Description (include description work relevant to Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of WOS)

Project Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Size/Scope of Project: \_\_\_\_\_

Contract Amount: \$ \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone No: _____	Email: _____	_____
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Project Manager Name: \_\_\_\_\_

**COUNTY OF LOS ANGELES**  
**COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT**  
**WORK ORDER SOLICITATION FOR**  
**EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND**  
**SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**REFERENCES/DESCRIPTION OF EXPERIENCE**

**Project 5:**

Work Performed as: (Check One)

Prime Contractor: ☐ Subcontractor: ☐

Client Name: \_\_\_\_\_

Project: \_\_\_\_\_

Project Description (include description work relevant to Section 2.2 (Minimum Requirements) and Section 2.3 (Minimum Performance Requirements) of WOS)

Project Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Size/Scope of Project: \_\_\_\_\_

Contract Amount: \$ \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone No: _____	Email: _____
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Project Manager Name: \_\_\_\_\_

**COUNTY OF LOS ANGELES  
COMMUNITY BROADBAND NETWORK SERVICES MASTER AGREEMENT  
WORK ORDER SOLICITATION FOR  
EAST LOS ANGELES (SUPERVISORIAL DISTRICT 1) AND  
SOUTH LOS ANGELES (SUPERVISORIAL DISTRICT 2)**

**JUDGMENTS AND PENDING LITIGATION**

Identify by name, case and court jurisdiction any pending litigation in which the Proposer is involved, or judgments against Proposer in the past five (5) years. Attach a statement describing the size and scope of any pending or threatening litigation involving the Proposer or principals of the Proposer.

Pending Litigation:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Judgments:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Proposer Name:	Date of Request:
Project Title: Community Broadband Network Services, Supervisorial Districts 1 and 2	Project No. SD1 and SD2

- ☐ Application of **Minimum Requirements**
- ☐ Application of **Evaluation Criteria**
- ☐ Application of **Business Requirements**
- ☐ Due to **unclear instructions**, the process may result in the County not receiving the best possible responses

For each area contested, Proposer must explain in detail the factual reasons for the requested review.  
(Attach additional pages and supporting documentation as necessary.)

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(Name)	(Title)
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Date Transmittal Received by County: \_\_\_\_\_ Date Solicitation Released: \_\_\_\_\_

Results of Review - Comments:

Date Response sent to Proposer: \_\_\_\_\_

## REQUEST FOR PREFERENCE PROGRAM CONSIDERATION

**INSTRUCTIONS:** Proposers requesting preference consideration must complete and include this form in their proposal. **In order to qualify for preference, firm must be certified by the County of Los Angeles Department of Consumer and Business Affairs (DCBA). Please reference your Certification Letter issued by DCBA to determine Federal preference eligibility.**

☐ **PREFERENCE NOT REQUESTED**

**OR**

☐ **PREFERENCE REQUESTED**

Preference Program		Reference
<input type="checkbox"/>	Request for Local Small Business Enterprise (LSBE) Program Preference	<a href="#"><u>LACC 2.204</u></a>
<input type="checkbox"/>	Certification for federally funded County solicitations	

**Note:** In no instance shall any preference program price or scoring be combined with any other County program to exceed fifteen percent (15%) in response to any county solicitation.

**CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT**

Page 1 of 2

(Note: This certification is to be executed and returned to County with Contractor's executed Work Order. Work cannot begin on the Work Order until County receives this executed document.)

Contractor Name \_\_\_\_\_

Work Order No. \_\_\_\_\_

County Master Agreement No. \_\_\_\_\_

**GENERAL INFORMATION:**

The Contractor referenced above has entered into a Master Agreement with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

**CONTRACTOR ACKNOWLEDGEMENT:**

Contractor understands and agrees that the Contractor employees, consultants, subcontractors, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced Master Agreement.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Master Agreement. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

**CONFIDENTIALITY AGREEMENT:**

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Master Agreement between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced Master Agreement. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

**TELECOMMUNICATIONS SERVICES MASTER AGREEMENT (TELECOMM SVCS MA)  
WORK ORDER SOLICITATION T1-07  
MANAGED WIFI**

**CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT**

Page 2 of 2

**COPYRIGHT ASSIGNMENT AGREEMENT**

Contractor and Contractor's Staff agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by Contractor and Contractor's Staff in whole or in part pursuant to the above referenced Master Agreement, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, Contractor and Contractor's Staff hereby assign and transfer to the County in perpetuity for all purposes all their right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, Contractor and Contractor's Staff agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit H2, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject them to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_



# COUNTY OF LOS ANGELES INTERNAL SERVICES DEPARTMENT

## INSTRUCTIONS FOR REQUESTING SUBCONTRACT APPROVAL

### 1. GENERAL INFORMATION AND INSTRUCTIONS:

To obtain approval to use a subcontractor on the Community Broadband Network Services Master Agreement with the County of Los Angeles, a Contractor must submit the documentation listed below for consideration by the County.

Submission of a "Request/Approval to Subcontract" form does not relieve the Contractor of any obligations stated in its Telecommunications Services Master Agreement and corresponding Work Orders with the County of Los Angeles. Submission of a "Request/Approval to Subcontract" form DOES NOT GUARANTEE approval. Approval is only granted when so indicated and signed by the County's Designated Official in Section 4 of the "Request/Approval to Subcontract" form.

### 2. INSTRUCTIONS:

- ☐ Complete a "Request/Approval to Subcontract" form for each subcontractor. This form is to be completed by the primary Contractor who has signed the County's Telecommunications Services Master Agreement.
- ☐ Complete all information in Sections 1 and 2, then read and sign Section 3.
- ☐ The request form must be signed by the Contractor's Owner, President, CEO or Authorized Official identified in Exhibit B (Contractor's Administration) of the Master Agreement.
- ☐ Attach the "Request/Approval to Subcontract" form to a copy of the draft Subcontract, along with all appropriate documentation as indicated on this sheet, and submit to the individual identified below.

### 3. REQUIRED DOCUMENTS

The following documents should be submitted with the "Request/Approval to Subcontract" form:

- ☐ Draft Subcontract agreement(s) between Primary Contractor and subcontractor(s) which includes at a minimum:
  - Agreement term
  - Services that will be subcontracted
  - How subcontractor will be paid
- ☐ A statement in the Subcontract incorporating Exhibit A, Specified Additional Terms and Conditions.
- ☐ All Subcontract Exhibits completed, signed and incorporated into the Subcontract.
- ☐ Evidence of current insurance that meets contract requirements as identified in Sub-paragraph 8.23, General Provisions for All Insurance Coverage, of the Telecommunications Services Master Agreement between the County and Contractor.
- ☐ An original Additional Insured Endorsement that meets contract requirements as identified in Sub-paragraph 8.23, General Provisions for All Insurance Coverage, of the Telecommunications Services Master Agreement between the County and Contractor.

#### Submit the required documents to:

<b>NAME:</b> Neary Ros	<b>DEPARTMENT:</b> Internal Services Department
<b>EMAIL:</b> CommunityBroadband@isd.lacounty.gov	<b>ADDRESS:</b> 9150 E. Imperial Hwy, Downey, CA 90242

# COUNTY OF LOS ANGELES INTERNAL SERVICES DEPARTMENT

## REQUEST/APPROVAL TO SUBCONTRACT

### INSTRUCTIONS:

1. This form is to be completed by the contractor who has signed the Telecommunications Services Master Agreement.
2. Complete a separate request form for each subcontractor.
3. Complete Sections 1 and 2, and sign Section 3. This request form must be signed by the Contractor's Authorized Official, identified in Exhibit B, of the Telecommunications Services Master Agreement between the County and Contractor.
4. Attach this form to a draft Subcontract intended to be signed by Primary Contractor and proposed subcontractor.
5. Submit Subcontract Package to County for approval. (See Instructions For Requesting Subcontract Approval).

### SECTION 1: (CONTRACTOR INFORMATION)

Name of Primary Company:		Master Agreement Number:
Company's Authorized Official:	Title:	Work Order Number (if applicable):
Company Address:	Phone Number:	Email:

### SECTION 2: (SUBCONTRACTOR INFORMATION)

Name of Subcontractor:		
Company's Authorized Official:	Title:	Phone Number:
Company Address:	Phone Number:	Email:

### SECTION 3: (TO BE READ AND SIGNED BY PRIMARY CONTRACTOR)

<p><b>I understand that submission of this request does not relieve my company of any obligations stated in its Agreement with Los Angeles County. I understand that submission of this form DOES NOT GUARANTEE approval. Approval is only granted when so indicated and signed by the County's Authorized Official in Section 4 of this document. I further ensure that my company will abide by the terms and conditions as set forth in its Agreement with Los Angeles County.</b></p>		
Signature:	Title:	Date:

### Section 4: (TO BE COMPLETED BY THE COUNTY'S AUTHORIZED OFFICIAL)

<input type="checkbox"/> SUBCONTRACT APPROVED <input type="checkbox"/> SUBCONTRACT APPROVED – If denied, provide explanation:		
Signature:	Title:	Date:

**COVID-19 Vaccination Certification of Compliance**  
**Urgency Ordinance, County Code Title 2 – Administration, Division 4 – Miscellaneous –**  
**Chapter 2.212 (COVID-19 Vaccinations of County Contractor Personnel)**

I, \_\_\_\_\_, on behalf of \_\_\_\_\_, (the  
“Contractor”), certify that on County Contract \_\_\_\_\_ [ENTER  
CONTRACT NUMBER AND NAME]:

\_\_\_\_\_ All Contractor Personnel on this Contract are fully vaccinated as required by the  
Ordinance.

\_\_\_\_\_ Most Contractor Personnel on this Contract are fully vaccinated as required by the  
Ordinance. The Contractor or its employer of record, has granted a valid medical or religious  
exemption to the below identified Contractor Personnel. Contractor will certify weekly that the  
following unvaccinated Contractor Personnel have tested negative within 72 hours of starting their  
work week under the County Contract, unless the contracting County department requires  
otherwise. The Contractor Personnel who have been granted a valid medical or religious  
exemption are [LIST ALL CONTRACTOR PERSONNEL]:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ I have authority to bind the Contractor, and have reviewed the requirements above and  
further certify that I will comply with said requirements.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company/Contractor Name