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COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

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March 18, 2019

IN REPLY PLEASE
REFER TO FILE: BRC-1

INVITATION FOR BIDS - INFORMATIONAL UPDATE 1 INSURANCE PROCESSING ADMINISTRATIVE ASSISTANCE FOR THE WOOLSEY FIRE DISASTER DEBRIS REMOVAL PROGRAM SERVICES (BRC0000077)

**Please be reminded that the deadline to submit your bid is
Tuesday, March 26, 2019, at 5:30 p.m.**

All addenda and informational updates will be posted at
<http://dpw.lacounty.gov/brcd/servicecontracts>. Please check the website frequently for
any changes to this solicitation.

A. Questions and Answers

The following answers are in response to the request for information and clarification and other questions submitted by bidders for the Insurance Processing Administrative Assistance for the Woolsey Fire Disaster Debris Removal Program Services (BRC0000077). Questions presented in this Addendum represent the questions asked by the bidders in the form and context submitted.

1. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Claims Processing, Item A.2, will the County work with the awardee to mutually define what are the "appropriate steps" at the project kickoff meeting?

Answer: Yes, Public Works will work with the awardee to define the proposed "appropriate steps" at the time of contract award. However, Public Works has the sole discretion to make the final decision. Note that some of the "appropriate steps" are set forth in the Scope of Work, Task 2.

2. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Claims Processing, Item A.4, would the County be willing to add the word "complete"?

Submitted claims to the applicable insurance companies within a timely manner upon receipt of the **complete** information from County in accordance with insurance company requirements.

Answer: Yes, but change to "sufficiently complete." Note, however, that the Performance Requirements are interpreted in accordance with the requirements of the Scope of Work. The Scope of Work, Task 1 requires the contractor to follow up with the property owner or insurer to obtain information that is incomplete on the Right of Entry ("ROE") form. Task 2 requires the contractor to follow up with the County to the extent that the information from the County is incomplete. Failure of the contractor to follow these requirements could subject it to violations of Exhibit F.1 - Performance Requirements Summary, Claims Processing, Items A.2 and 3.

3. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Claims Processing, Item A.4, will the County work with the awardee to mutually define what is considered "timely manner" at the project kickoff?

Answer: Yes, Public Works will work with the awardee to define what is considered "timely manner" at the time of contract award. However, Public Works has the sole discretion to make the final decision.

4. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Claims Processing, Item A.6, will the County work with the awardee to mutually define what are the "reasonable efforts" at the project kickoff?

Answer: Yes, Public Works will work with the awardee to define the "reasonable efforts" at the time of contract award. However, Public Works has the sole discretion to make the final decision.

5. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Reports/ Documentation, Item B.3, will the County work with the awardee to mutually define what is "Satisfaction of the County" at the project kickoff?

Answer: Yes, Public Works will work with the awardee to define "Satisfaction of the County " at the time of contract award. However, Public Works has the sole discretion to make the final decision.

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6. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Reports/ Documentation, Item B.3, will the County work with the awardee to mutually define what the timeline would be for supplying the “database and supporting documentation” at the project kickoff?

Answer: Yes, Public Works will work with the awardee to define what the timeline would be for supplying the “database and supporting documentation” at the time of contract award. However, Public Works has the sole discretion to make the final decision.

7. **Question:** For Enclosure C, Exhibit F.1 – Performance Requirements Summary, Employees, Item C.2, will the County allow the awardee to identify which staff this Performance Indicator will be enforced on, since not all of the proposed project staff will actively engage in the evaluation or the adjustment of claims?

Answer: Yes, the requirement will be enforced in accordance with Part I, Section 1, B, Minimum Mandatory Requirements, which identifies which employees must be licensed.

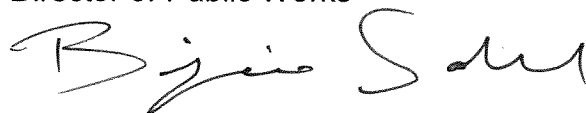
If you have any questions concerning the above information, please contact Ms. Jessica Dunn at (626) 458-4169 or Mr. David Pang at (626) 458-7167, Monday through Thursday, 7 a.m. to 5 p.m.

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Very truly yours,

MARK PESTRELLA
Director of Public Works



JOSE M. QUEVEDO
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