 (**Name of Proposer)**

**TECHNICAL SUPPORT SERVICES RFP NO. 4248**

**ATTACHMENT B**

**RESPONSE TEMPLATE**

Prior to proposal submission, remove the text “RESPONSE TEMPLATE” above. The below instructions are what the vendor’s RFP proposal must include:

1. **Title**

The title page must be titled “RFP No. 4248 for LACERS Technical Support Services”, along with vendor’s name, address, and contact information.

1. **Table of Contents**

1. **Cover Letter**
2. The cover letter shall have the following statement:

“This proposal is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not named therein; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham bid, or any other person, firm or corporation to refrain from submitting a proposal, and the proposer has not in any manner sought by collusion to secure for themselves an advantage over any other proposer.”

1. Include the legal business name, mailing address, location of business if different from mailing address, telephone number, website URL, and business status (individual, limited liability partnership, corporation, etc.) of the firm.
2. Provide a short description of the organization, the businesses in which it engages, the services it provides.

1. The person or persons authorized to represent the proposer in negotiations with LACERS with respect to the RFP and any subsequently awarded contract. Provide the representative’s name, title, address, telephone number, e-mail address and any limitation of authority for the person named.
2. If the firm is proposing any alternatives/conditions to requirements detailed within the RFP, including to the Standard Provisions for City Contracts (Rev. 06/24 v. 1) in Appendix B, please provide an explanation of the alternatives offered/conditions in this cover. LACERS reserves to right to reject proposals where the alternative/conditions are not acceptable.

1. If the response will include any confidential material or proprietary material that is exempt from disclosure under the California Public Records Act, then the Proposer must include the following statement in the cover letter: “Proposer agrees to defend, indemnify and hold harmless the City of Los Angeles, LACERS, the LACERS Board of Administration, officers, agents, and employees from and against all suits, claims, and causes of action brought for LACERS’ refusal to disclose any trade secrets or confidential information to any person making a request pursuant to the California Public Records Act (California Government Code Section 7920.000 *et seq*.).” Proposer must also provide a redacted copy of this Attachment B, consistent with Section 4.d. of the RFP. Failure to identify that information in the proposal shall constitute a waiver of the Proposer’s right to exemption from disclosure.
2. The cover letter is to be signed by a person or persons authorized to bind the proposer to all provisions of the RFP, any subsequent changes to the RFP, and to the contract if an award is made (If the respondent is a partnership, the response must be signed by a general partner in the name of the partnership. If the respondent is a corporation, the response must be signed on behalf of the corporation by two authorized officers [a Chairman of the Board, President or Vice-President, and a Secretary, Treasurer or Chief Financial Officer] or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation).

1. **References & Experience with Similar Contracts**

Proposer shall provide at least two (2) references from former or current clients over the past five years where services similar to those in this RFP were provided. It is preferable that the references are public agency clients. For each reference, please provide the following information:

* Client’s Name
* Business address
* Phone number and email of person to contact for reference
* Time period the services were provided
* Contract amount for services
* The name of the lead or account service manager
* A brief summary of the services provided

1. **Proposed Fee Schedule**

Please submit a detailed fee schedule outlining your hourly rates for in-person and virtual technical support services. If applicable, include separate rates for events or special sessions. Ensure that all rates are clearly specified to facilitate our evaluation.

1. **Response to Questionnaire**
2. Provide brief history, year founded, business entity type, location of headquarters and subsidiaries (if any), services provided, and number of employees (full-time, part-time, and seasonal) providing services for this contract.
3. Please indicate the key personnel who will be working with the LACERS Wellness team to provide the services. Describe their current title, duties/tasks, list all professional or relevant licenses and certifications held (if applicable), qualifications, as well as years of relevant work experience. Please note that LACERS reserves the right to approve or reject key personnel.
4. How do you tailor your technical support approach to address the unique challenges faced by older adults, such as varying levels of digital literacy and physical limitations? Please provide specific examples of strategies or modifications you employ.
5. Describe your approach to handling technical support requests from older adults, both remotely and on-site. How do you ensure clear and effective communication, given the varying levels of digital literacy among users?
6. Provide examples of innovative solutions or tools you have implemented to enhance the user experience or streamline technical support processes for older adults? How did these innovations impact the effectiveness of your support?
7. Outline your strategy for conducting technology classes or workshops specifically designed for older adults. What topics do you typically cover, and how do you ensure that the content is engaging and accessible for participants?
8. How do you evaluate the effectiveness of your educational programs in improving older adults' technological proficiency and confidence? What metrics or feedback mechanisms do you use to measure success and make improvements?
9. Describe how you plan to collaborate with LACERS to enhance the overall wellness and quality of life for Retired Members, Survivors, and Dependents through your technology support services. How will you align your efforts with LACERS’ objectives?
10. Explain how you collect and utilize feedback from users regarding your technical support services. What processes do you have in place for incorporating this feedback into service delivery improvements?
11. Discuss your approach to addressing common technical issues that older adults may encounter, such as navigating online platforms or using mobile devices. How do you simplify complex problems and provide clear, actionable solutions?
12. Please indicate if the scope of services you propose to offer differs from the scope of services sought by the RFP.