

REQUEST FOR QUOTE # DCARC-029

DEPARTMENT OF CHILD SUPPORT SERVICES (DCSS)

PROCESS SERVER SERVICES



By:
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NIGP Code: 961-47

INSTRUCTIONS TO BIDDERS

- Vendor Registration** – Vendor Registration is a two-step process vendor registration; first step is to register your company on the County's website to receive purchase orders and payments, and the second step is a 3rd party website, Public Purchase, for bidding opportunities
- First Step- County of Riverside Purchasing website** - Unless stated elsewhere in this document, vendors may participate in the bidding process; however, the County does encourage all bidders to register online at <https://auditorcontroller.org/general-accounting-training-videos> If awarded a contract, bidder must be registered with the County of Riverside within five days of announced award. This will avoid delays in the purchasing and payment process.
- Second Step-Public Purchase** - Public Purchase is a 3rd party web based e-Procurement service provider utilized by the County of Riverside for RFQ's and RFQ's. It will take only minutes to register and it is free. For future bidding opportunities please also register online at: <https://www.publicpurchase.com/gems/register/vendor/register>. For all RFQ's Riverside County's Purchasing website will post a notification on its website, and will provide a direct link to PublicPurchase.com.
- Format** - Use the electronic format provided by PublicPurchase.com. If submitting more than one bid, separate the bid documents.
- Pricing/Delivery/Terms/Tax** - All pricing shall be quoted F.O.B. destination, (e.g., cash terms less than 20 days should be considered net) excluding applicable tax, which is a separate line item. The County reserves the right to designate method of freight. The County pays California Sales Tax and is exempt from Federal excise tax. In the event of an extension error, the unit price shall prevail.
- Other Terms and Conditions** - The terms and conditions as indicated in this document and/or attached are hereby included with full force and like effect as if set forth herein. Copies of the applicable Terms and Conditions may be obtained by visiting the Purchasing website at www.Purchasing.co.riverside.ca.us, or by contacting Riverside County Purchasing at the number shown above and requesting a copy emailed.
- Period of Firm Pricing** - Unless stated otherwise elsewhere in this document, prices shall be firm for **90 days** after the closing date, and prior to an award being made.
- Specification/Changes** – Wherever the County requests a brand name, and if the County asks for an "or equal" it shall be considered as part of the specification. Therefore, when the County' requests "Or Equal", Bidder may quote another service, make or model, and shall submit the proposed "Or Equal" and attach applicable specifications and/or brochures. If no service, make or model is stipulated, Bidder is to propose product/services that meet Fit, Form or Function of the specifications delineated in this procurement. Variations in manufacturers, design, etc., may be acceptable, bidders are encouraged to offer them as alternatives; however, the County reserves the right to reject those alternatives as nonresponsive.
- Recycled Material** - Wherever possible, the County of Riverside is looking for items made from, or containing in part, recycled material. Bidders are encouraged to bid items containing recycled material as an alternative for the items specified; however, the County reserves the right to reject those alternatives as nonresponsive.
- Method of Award** - The County reserves the right to reject any or all offers, to waive any discrepancy or technicality and to split or make the award in any manner determined by the County to be most advantageous to the County. The County recognizes that prices are only one of several criteria to be used in judging an offer and the County is not legally bound to accept the lowest offer.
- Return of Bid/Closing Date/Return to** - The bidder's response shall be submitted electronically to PublicPurchase.com by 1:30 PM Pacific Time on the closing date listed above. Bid responses not received by County Purchasing by the closing date and time indicated above will not be accepted. The County will not be responsible for and will **not** accept late bids due to slow internet connection, or incomplete transmissions. If the bidder cannot upload their bid, delivery of the bid response is accepted at Purchasing and Fleet Services, 3450 14th Street Ste #420, Riverside, CA 92501, on or before 1:30 PM PT.
- Procurement Preference Programs (P3)** - The County of Riverside has implemented a Procurement Preference Programs. Where applicable, a five percent (5%) preference shall be applied to the total bid price of all quotes/bids/proposals received by the County from a Service-Disabled Veteran, Veteran, National Guard and Federal Reserve Veteran, Active Member of the U.S. Armed Forces, National Guard or Federal Reservist - Owned Businesses and for Veteran-Qualified Businesses. The preference program also provides for a 5% match for Local or Small Businesses. A five percent (5%) price preference shall be applied to the total bid price during evaluation of the bid responses. If the overall low responsible and responsive business is a non- local or small business vendor, the local or small business vendor who is within five percent (5%) of that overall low bidder may, where applicable, be offered the opportunity to match the overall low bidder's price and will receive the award. Businesses are to provide proof of designation as identified in the Board Policy B-34 (<https://rivcocob.org/sites/g/files/aldnop311/files/migrated/wp-content/uploads-2019-06-POLICY-B34.Revised.05-21-19.pdf>) and shall submit the required documentation with their bid submittal along with the appropriate affidavit. If the Bidder fails to provide the required documents, the Bidder may be disqualified from obtaining the preference. It is the sole responsibility of the Bidder to provide the required documentation. Application of preferences may be waived if funding sources disallow it. Additional information about the application of preferences can be found in Board Policy B-34 (<https://rivcocob.org/sites/g/files/aldnop311/files/migrated/wp-content/uploads-2019-06-POLICY-B34.Revised.05-21-19.pdf>). **Federal Exclusion List**- if the award is federal or State funded, the potential bidder must go to the following website (<https://www.sam.gov/portal/public/SAM>) and submit a printout with their proposal that verifies that the Bidder is not listed on the Excluded Parties Listing System (EPLS) (Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17). If awarded a contract, awarded vendor must notify the County immediately if debarred at any time during the contract period.

Terms and Conditions Acknowledgement (Please Insert Vendor Company Name):

IF CHECKED, THE FOLLOWING DOCUMENTS HEREBY MADE PART OF THIS RFQ

✓ APPENDIX "A"

✓ EXHIBIT A-D

PLANS/DRAWINGS

✓#116-260 Local Business Affidavit ✓#116-261 Veteran, National Guard, and/or Active Duty Business Affidavit

✓#116-262 Small Business Affidavit ✓ Iran Contracting Act ✓ Compliance with Economic Sanctions in Response to Russia's Actions in Ukraine

IF CHECKED, THE FOLLOWING GENERAL CONDITIONS ARE INCLUDED WITH FULL FORCE AND LIKE EFFECT AS IF SET FORTH HEREIN

✓ #116-200 General Conditions Product/Personal/Professional Services ✓ #116-210 General Conditions Materials and/or Services

✓ #116-230 General Conditions - Equipment ✓#116-310 Boilerplate Contract

To access any of these General Conditions go to www.purchasing.co.riverside.ca.us, located in Vendor link. If an addendum is issued for this procurement, it will be the vendor's responsibility to retrieve all applicable addendum from the Public Purchase website.

APPENDIX A

1.0 INFORMATION

- 1.1 "Electronic bid submission hereof is certification that the Bidder has read and understands the terms and conditions hereof, and that the Bidder's principal is fully bound and committed." All County terms and conditions are found at www.purchasing.co.riverside.ca.us. **Bidders must acknowledge the applicable terms and conditions that are checked at the bottom of page two (2) and three (3) of this document and submit and upload with your bid submission.**
- 1.2 PROMPT PAYMENT DISCOUNT _____% at _____ days from receipt of good or invoice, whichever is later. (Terms less than 20 days will be considered net) Cash discount shall be applied to grand total. **Indicate prompt payment discount amount and terms.**
- 1.3 If Bidder experiences technical issues with the online bidding process, please contact Public Purchase's Vendor Support at support@thepublicgroup.com. Please refer to Point 11 on page 2.
- 1.4 In the event of proven technical difficulties, Bidder must contact the Procurement Contract Specialist (PCS)/Buyer for further bid submission instructions a minimum of two (2) hours prior to bid close time of 1:30 PM PST, and alternative bid submissions will be accommodated.

2.0 PURPOSE/BACKGROUND

The County of Riverside Purchasing and Fleet Services Department, on behalf of the Department of Child Support Services (DCSS), is soliciting quotations for Process Server Services as outlined in this RFQ.

DCSS seeks a qualified Bidder to perform service of process for a wide range of civil and criminal documents, including Summons and Complaints, Subpoenas, Orders to Show Cause, Motions, Writs, and other filings required for child support enforcement operations. The Bidder must be capable of handling high document volumes, meeting strict legal requirements, and completing timely service within established due-diligence timelines. Most assignments must begin within three (3) business days of document receipt and be completed within forty-five (45) calendar days. DCSS processes approximately one thousand (1,000) service requests per month, including both physical document pick-up/delivery and e-delivery (electronic delivery). Service may be required within Riverside County, statewide, or out-of-state, with physical document pickup occurring at 2001 Iowa Avenue, Riverside, CA. Reliable and legally compliant service of process is essential for establishing, modifying, and enforcing child support orders.

The Bidder must comply with all applicable federal, state, and local laws; adhere to the Service of Process Accountability, Reform, and Equity (SPARE) Act – Assembly Bill 747 (effective January 1, 2027); maximize personal service attempts; and provide real-time service status updates through a secure tracking system.

To support DCSS's operational needs, the Bidder must maintain sufficient technological capacity and infrastructure capable of receiving serves are averaged at 298 total requests, download and print thousands of pages weekly, assemble service packets accurately, and maintain secure, real-time databases accessible to DCSS. Bidder must have the technological infrastructure to process high-volume page documents, including high-capacity printers, secure servers, encrypted data transmission, and systems for storing Proofs of Service and Declarations. All systems must be regularly updated to meet 24-hour response requirements, daily index downloads, and monthly performance reporting.

Because Bidder will manage confidential child support, court, and tax-related information, all sensitive data must be protected in accordance with IRS requirements, state confidentiality laws, and County information-security standards.

Compliance must be demonstrated through detailed audit trails, quarterly performance reviews, secure physical and electronic storage, and accurate declarations for all attempted or completed service. The Bidder must also demonstrate the ability to adapt promptly to changes in law, technology, or operational needs, ensuring accurate, timely, and legally compliant outcomes that support efficient case processing and uphold the integrity of child support enforcement.

3.0 TIMELINE DATES:	
1. RELEASE OF REQUEST FOR QUOTATION	September 28, 2026
3. DEADLINE FOR SUBMISSION OF QUESTIONS Bidders must submit their questions online at PublicPurchase.com. All questions submitted are within the correct RFQ located on PublicPurchase.com.	Must be submitted by: Date: October 12, 2026 Time: 1:30 PM Pacific Time
4. DEADLINE FOR COUNTY RESPONSES TO QUESTIONS	Responses to questions will be posted no later than October 19, 2026 at www.publicpurchase.com Time: 5:00 PM Pacific Time
5. DEADLINE FOR QUOTATION SUBMITTAL Bid results are posted on PublicPurchase.com	October 26, 2026, at 1:30 PM Pacific Time
6. TENTATIVE DATE FOR AWARDING CONTRACT	5-90 days, contingent upon lowest bidder meeting all of the bid specifications.

4.0 PERIOD OF PERFORMANCE

The period of performance shall be for three (3) year, renewable in consecutive one (1) year increments, with the completion date of 06/30/2031, with no obligation by the County of Riverside to purchase any specified amount of goods or services.

5.0 GENERAL REQUIREMENTS

Procedures for Submitting Quotations and Required Documentation:

5.1 All quotations must be submitted in accordance with the standards and specifications contained within this Request for Quote (RFQ). In the event of an extension error in pricing, the unit price will prevail.

5.2 Completed EXHIBITS A-D as applicable to the Bidder's response must be included in the quote submission packet.

5.3 Acord Form (or similar document) indicating proof of insurance coverage and limits. Insurance coverage requirements can be found at <https://rc-hr.com/files/users/user81/2023-Standard-Contract-Language%20edited.pdf> Coverage required for an agreement resulting from this solicitation are as follows: General Provisions, Workers Compensation, General Liability and Vehicle Liability

5.4 Secretary of State registration status indicating proof of entities' legal name and ability to do business in California.

5.5 *Current Business License (if applicable) – upload a copy of the Bidders current business license as applicable to the goods/services offered. If a current business license is not required, please include in a*

separate statement document the California statute (government code) exempting the company from obtaining a business license and the basis for such exemption.

5.6 The County reserves the right to waive, at its discretion, any irregularity, which the County deems reasonably correctable or otherwise not warranting rejection of the quotation.

5.7 The County shall not pay any costs incurred or associated in the preparation of this or any quotation or for participation in the procurement process.

5.8 Quotes must be specific unto themselves. For example, "See Enclosed Manual" will not be considered an acceptable quotation. Receipt of all addenda, if any, must be acknowledged in the quotation.

5.9 Late quotations will not be accepted. Postmarks will not be accepted in lieu of this requirement. Quotations submitted to any other County office will be rejected.

5.10 ***Bidders found not to be in good standing to do business in the State of California at time of bid submission will not be considered for award.***

6.0 METHOD OF AWARD (Specifications)

Quotations will be evaluated based upon criteria determined to be appropriate by the County, which may include but are not necessarily limited to the following:

- a. Lowest overall purchase price
- b. Adherence to specifications as detailed in this RFQ
- c. Prompt payment discounts on 30 days or less
- d. Service/Customer Support
- e. Warranties
- f. All associated delivery costs
- g. Document Acceptability
- h. Product acceptability

County reserves the right of award in regard to any other factors the County determines to be appropriate.

7.0 EVALUATION PROCESS

All quotations will be given thorough review. All contacts during the review selection phase will be only through the Purchasing Department. Attempts by the Bidder to contact any other County representative may result in disqualification of the Bidder. The County recognizes that prices are only one of several criteria to be used in judging an offer, and the County is not legally bound to accept the lowest offer.

8.0 INTERPRETATION OF RFQ

The Bidder must make careful examination and understand all of the requirements, specifications, and conditions stated in the RFQ. If any Bidder planning to submit a quote finds discrepancies in or omissions from the RFQ, or is in doubt as to the meaning, a written request for interpretation or correction must be given to the County. Any changes to the RFQ will be made only by written addendum and may be posted on the Purchasing website at www.purchasing.co.riverside.ca.us and PublicPurchase.com. The County is not responsible for any other explanations or interpretations. If any provision in this agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way. All notices regarding this procurement may be posted on the County's purchasing website at www.purchasing.co.riverside.ca.us and PublicPurchase.com.

9.0 CANCELLATION OF PROCUREMENT PROCESS

The County may cancel the procurement process at any time. All quotations become the property of the County. All information submitted in the quotation becomes “public record” as defined by the State of California upon completion of the procurement process. If any proprietary information is contained in or attached to the quote, it must be clearly identified by the Bidder; otherwise, the Bidder agrees that all documents provided may be released to the public after bid award.

The County reserves the right to withdraw the Request for Quote (RFQ), to reject a specific quote for noncompliance within the RFQ provisions, or not award a bid at any time because of unforeseen circumstances or if it is determined to be in the best interest of the County.

10.0 COMPENSATION

10.1 The County shall pay the awarded bidder for equipment and services performed, after the equipment is installed and tested to the satisfaction of the County. Expenses incurred and compensation shall be paid in accordance with an invoice submitted to County by awarded bidder. The County shall pay the acceptable invoice within thirty (30) working days from the date of receipt of the invoice, or the goods/services are received, whichever is later.

10.2 No price increases will be permitted during the first year of the award. All price decreases (for example, if BIDDER offers lower prices to another governmental entity) will automatically be extended to the County. The County requires written proof of cost increases prior to any approved price adjustment. After the first year of the award, a minimum of 30-days advance written notice is required for consideration and approval by County. Frequency of increase amount shall not exceed more than one (1) request within each annual term of the Agreement. No retroactive price adjustments will be considered. Any price increases must be stated in a written amendment to this Agreement. The net dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index- All Items - Riverside-San Bernardino-Ontario CA and be subject to satisfactory performance review by the COUNTY and approved (if needed) for budget funding by the Board of Supervisors. Annual CPI increase will be calculated using the over-the-year percentage change most recent month/year data posted prior to the date of the annual increase written request and as provided by the U.S. Bureau of Labor Statistics.

10.3 Sample agreement and/or terms and conditions to do business with the County can be found at <https://purchasing.co.riverside.ca.us/vendors/terms> and are intended to provide a basis of the terms, conditions and requirements of the services/materials requested in this RFQ. The County reserves the right to amend or modify the final Agreement document prior to the offer of award of a contract, as necessity may dictate, and provide that final draft for negotiations and award execution.

11.0 BACK ORDERS

The County will accept:

Service Delays - If service initiation delays are anticipated, bidders must provide detailed information regarding expected start times, including estimated timelines for initiating service attempts, procedures for handling high-volume periods, communication protocols for notifying the County of delays, and any circumstances under which delays may occur. All anticipated timeframes must be clearly stated in the bidder's response so the County can evaluate the reliability and feasibility of the proposed service schedule.

Substitutions – If the Bidder proposes any alternative methods, procedures, or technologies for fulfilling the required services, the Bidder must provide complete details demonstrating that the proposed alternatives meet or exceed all County specifications. Any substitutions must receive written approval from the County prior to implementation. Bidders must describe how equivalency will be ensured, how proposed changes will be communicated in advance, and how they will maintain consistency and compliance with all County requirements before implementing any substituted service approach.

BIDDER'S RESPONSE: In this Section, acknowledge you have read the statement above and provide a detailed narrative.

12.0 SERVICE COORDINATION

Bidder may be required to pick up physical documents from the Department of Child Support Services. Pickup times must be coordinated with DCSS staff in advance. No product deliveries to the County are required under this contract. Pickup Location:

Riverside County
Department of Child Support Services
2041 Iowa Ave,
1st Floor Lobby/Reception
Riverside, CA 92507
Ph: 951-955-2982
Between 8:00 AM to 5:00 PM Pacific Time

13.0 SERVICE PERFORMANCE GUARANTEE

Bidder shall provide services in a timely, accurate, and legally compliant manner consistent with the requirements of this RFQ. The Bidder guarantees the following:

1. **Timeliness of Service**
The Bidder shall initiate service attempts within the required timeframe of forty-five (45) days and shall complete service or due-diligence efforts, unless otherwise specified by DCSS. Any delays or barriers to timely completion must be communicated to DCSS immediately.
2. **Accuracy and Completeness**
All Proofs of Service, Declarations of Due Diligence, and related documentation shall be completed accurately, in accordance with applicable laws and court standards. Errors, omissions, or rejected documents must be corrected and re-submitted at no additional cost to the County.
3. **Quality of Attempts**
Bidder shall perform all required personal, substitute, or posting service attempts with due diligence and professionalism. Attempts must meet legal standards for frequency, timing, and method, as outlined in state law and County specifications.
4. **Responsiveness and Communication**
Bidder shall provide real-time status updates through the required secure tracking system and respond to County inquiries within 24 business hours. Issues affecting service outcomes must be reported promptly.
5. **Confidentiality and Data Security**

All child support, court, and tax-related information shall be handled in strict compliance with applicable IRS requirements (IRS Pub 1075), state confidentiality laws, and County information-security policies.

6. Corrective Action

If the County identifies deficiencies in service quality, timeliness, documentation, or system performance, the Bidder shall take immediate corrective action at no additional cost. Ensure personnel maintain professionalism in all public interactions and shall follow a defined corrective action workflow that provides prompt issue resolution, documented reporting of all corrective actions to DCSS, and staff retraining or replacement when needed.

14.0 USE BY OTHER POLITICAL ENTITIES

The BIDDER agrees to extend the same pricing, terms, and conditions as stated in an Agreement resulting from this solicitation to every political entity, special district, and related non-profit entity in Riverside County. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to the awarded Bidder; and County shall in no way be responsible to awarded Bidder for other entities' purchases.

15.0 CONFIDENTIALITY AND PROPRIETARY DATA

Subsequent to the County's evaluation, bids/proposals which were required to be submitted in response to the solicitation process become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code section 7920 et. seq. (Public Records Act) and which are marked "trade secret," "confidential," or "proprietary" as provided by law. The County shall not in any way be liable or responsible for the disclosure of any such records, including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction. In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal/quote/qualification marked "trade secret", "confidential", or "proprietary" the Bidder agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act. Where applicable, Federal regulations may take precedence over this language. If a Bidder's proposal is accepted and an agreement is made with the County, then the awarded Bidder will be required to sign the most current HIPAA Business Associate Addendum (If applicable). If the County revises the HIPAA Associate Addendum, the Bidder shall sign a new agreement as it becomes available and adhere to the new requirements.

EXHIBIT "A"
SCOPE OF SERVICES

OVERVIEW

Riverside County's Department of Child Support Services (DCSS) requires comprehensive Process Server Services to support the establishment, modification, and enforcement of child support orders. DCSS manages approximately one-thousand (1,000) service requests per month, including physical document pick-up/delivery and electronic delivery. Services may be required same day, within Riverside County, statewide, or out-of-state. All services must comply with applicable federal, state, and local laws, Court regulations, and County resolutions, ordinances and policies.

The Bidder must provide reliable, timely, and legally compliant service of process, maintain secure and accurate documentation, and support DCSS operations through efficient technology systems and professional service standards.

1. GENERAL REQUIREMENTS

- 1.1 The Bidder shall perform field services of civil and criminal documents including, but not limited to, Summons and Complaints, Subpoenas, Orders to Show Cause, Motions, Writs, Orders, Judgments and Summons, and other legal documents as required by DCSS.
- 1.2 The Bidder shall comply with all laws, regulations, and rules of the court.
- 1.3 Employees of the Bidder shall not represent that they are DCSS employees.
- 1.4 The Bidder and its employees with access to DCSS confidential or sensitive information must sign a confidentiality statement (**Exhibit C**). This acknowledgment must be renewed annually and provided to DCSS upon request.
- 1.5 Bidder will provide DCSS with a secure, real time tracking system that allows DCSS to:
 - Confirm receipt of service request
 - Distinguish in-stat, out-of-county, and out-of-state requests
 - Monitor the number of days documents have been in the Bidder's possession
 - Review the status of all service attempts
 - Provide a website where the service request can be tracked and canceled
- 1.6 BIDDER shall serve legal documents to maximize the number of personal serves, limiting substitute services.
- 1.6.1 A minimum of sixty percent (60%) of service requests shall be successfully served annually, presuming no corrections to the service requests by DCSS
- 1.7 Electronic delivery (e-delivery) shall be the primary method for receiving documents. Should system outages occur, physical pick-up and delivery may be required.

Pick-up and drop-off location:

**2041 Iowa Avenue,
Riverside, CA 92507
1st Floor Lobby-Reception**

- 1.8 All Service packets shall be transported in secure, closed containers at all times.
- 1.9 The Bidder shall absorb all postage and mailing costs associated with process serving. DCSS will not reimburse postage and mailing expenses.
- 1.10 The monthly shall be provided electronically and in hard copy and must include:
- Case name
 - Person served
 - Date served
 - Service description
 - Applicable service fee
 - Monthly totals in accordance with County pricing
- 1.11 The Bidder shall not perform an additional fee-based services without prior written approval from DCSS.

BIDDER'S RESPONSE: In this Section 1, acknowledge you have read the statement above and provide a detailed narrative addressing Sections 1.1 to 1.11:

2. LEGAL REQUIREMENTS

- 2.1 The Bidder must comply with all applicable federal, state, local laws, and Rules of Court, including the California Code of Civil Procedure and the Service of Process Accountability, Reform and Equity ("SPARE") Act (Assembly Bill 747) effective January 1, 2027.
- 2.2 DCSS will provide a "Service Instructions sheet" instructions specifying the individual or business to be served, address(es), and, when applicable, a court date. Photos may be included.
- 2.3 The Bidder must serve or substitute serve documents by the specified date on the Services Instructions sheet.
- 2.4 Service attempts must begin within:
- Five (5) business days for in-county, local service area,

- Seven (7) business days for out-of-county service
- Ten (10) business days for out-of-state service.

All Attempts must be documented on field notes and signed affidavit aka Declaration of Due Diligence.

- 2.5 Personal Services is the preferred method of service. Bidder shall make all reasonable efforts to achieve personal service.
- 2.6 If the intended party denies identity, and the server believes services is proper, the server must document observations supporting that belief.
- 2.7 Personal Service attempts must occur on three (3) non-consecutive days, at three (3) different times:
- Morning (before 7:00 a.m.)
 - Daytime (between 7:00 a.m. and 5:00 p.m.)
 - Evening (after 5:00p.m.)
- 2.8 Where substitute service is necessary, Bidder may only attempt service after satisfaction of the due diligence requirement from Section 415.20(b) of the Code of Civil Procedure, that include a minimum of three separate attempts of personal service. These attempts at personal service must occur on three (3) separate days, at three (3) different times of the day with at least one attempt each in the morning (before 7:00 a.m.), during the day (between 7:00 a.m. and 5:00 p.m.) and evening (after 5:00p.m.) The documents shall be substitute served on the 3rd attempt.
- 2.8.1 A second copy of the substitute service is to be mailed (first class mail, postage pre-paid) to the defendant at the place where the copies were left, within five (5) days of sub-serving and in accordance with the law.
- 2.9 Where personal service is successful, the Bidder will return complete and accurate Proof of Service (must be Judicial Council approved form) of a professional quality, and which meets all existing legal requirements for validity, including but not limited to the following: date, location, manner of service; it will be signed and dated by the service agent, stating the county in which he/she is registration number, in the case of substitute service, Declarations of Due Diligence to the Department within five (5) business days after the service, if the service is within the local service area. Therefore, DCSS will be provided with the statutorily mandated two (2) copies- the court copy and the Local Child Support Agency/DCSS file copy.
- 2.10 If service cannot be accomplished at the address provided, the server will attempt a reasonable inquiry to obtain a forwarding address, to include but not limited to, checking with current residents, neighbors, apartment managers and vehicle plates. Any evidence found during reasonable inquiry must be carefully documented in field notes and a signed affidavit. The server will then attempt to make service at the new address. If additional research is needed to locate and serve the documents, the Bidder will

return the documents to DCSS within five (5) days of last attempt. DCSS will perform further research and will issue another Request for Service at the time new positive location information has been found.

- 2.10.1 If all service attempts have been unsuccessful, the Declaration of Non-Service shall be provided within five (5) business days of last attempt. The Declaration of Non-Service will include all pertinent information including the time, date, and place where service was made. Bidder shall provide phone calls made, names of individuals contacted, and any other information that documents the unsuccessful attempt and facilitates future successful service.
- 2.11 The Bidder shall respond within twenty-four (24) hours to inquiries about the status of a service request from DCSS staff.
- 2.12 Under certain circumstances, either DCSS or the Bidder may need to make arrangements for special timeframes and special handling of individual cases. This shall be arranged between DCSS Project Manager and employees to be designated by the Bidder. Bidder shall provide name and contact information of designated employee.
- 2.13 Bidder may be required to establish a Child Support Enforcement (CSE) compliant computer system readily available at time of proposal suitable to provide data transfers pursuant to protocol established between DCSS and Bidder.
- 2.14 In the event of a change of law that reduces the time permitted for service of process, Bidder agrees to serve documents as required under the new law.
- 2.15 The Bidder will ensure that process servers are available to testify at any court hearing in which service is contested at no additional cost to the DCSS.

BIDDER'S RESPONSE: In this Section 2, acknowledge you have read the statement above and provide a detailed narrative for points 2.1 to 2.15:

3. E-FILING REQUIREMENTS

- 3.1 All Proofs of Service completed on e-filing must be electronically filed with the court (including Due Diligence form) within five (5) days of mailing substituted service document.
- 3.2 Proof of Service must have valid service address and be accepted by the court (filed). A printed copy must be submitted to DCSS for billing.
- 3.3 Bidder must correct all proof of service hard copy or e-filing errors, if applicable, within forty-eight (48) hours, at no additional cost to DCSS.

TECHNOLOGICAL REQUIREMENTS

- 3.4 Because of the volume of cases that DCSS handles, Bidder shall be technologically equipped to ensure full compliance with the terms of this contract. This will require internet access, printer, copier, form supplies and computer hardware, with database programs such as MS-ACCESS, or its equivalent, which can organize and keep track of case activity. In addition, Bidder must utilize Adobe Acrobat Reader for reading and printing of documents provided by DCSS to Bidder. The Adobe Acrobat Reader must remain consistent with the version being utilized by DCSS and can only be upgraded when DCSS approves.
- 3.5 Bidder is required to have e-mail capability so that DCSS staff can forward queries to the Bidder in regard to specific cases.
- 3.6 If Bidder does not have office coverage during normal business hours, Bidder shall provide alternate contact information by either cell phone, email, or by pager during all normal business hours.
- 3.7 All Summons and Complaints, Proofs of Service, Abstracts, Amended Proposed Judgments, Income and Expense and all associated attachments or any other documents provided by the department may be electronically filed.

BIDDER'S RESPONSE: In this Section 3, acknowledge you have read all the statements above and provide a detailed narrative for points 3.1 to 3.7:

4. QUALITY ASSURANCE REQUIREMENTS

DCSS will evaluate the Bidder's performance under the Contract term.

- 4.1 Bidder must maintain a comprehensive log, database, or other records to track individual cases. Such records will be maintained for a period of five (5) years and four (5) months, after service has been accomplished or otherwise terminated.
- 4.2 Bidder must maintain and provide access to a database with real-time case status information for child support cases and shall include updated status on individual cases, including but not limited to, a log identifying all personnel involved in performing the service, the date each service package was received, date of attempted service, service results, and type of service performed (e.g., personal service or substituted service). Bidder shall be expected to provide a continually updated database to DCSS and train staff on the tracking and status process utilized by Bidder.

BIDDER'S RESPONSE: In this Section 4, acknowledge you have read the statement above and provide a detailed narrative for points 4.1 to 4.2:

5. QUALITY CONTROL REQUIREMENTS AND REPORTS

The Bidder shall establish and utilize a comprehensive Quality Control Plan to assure DCSS a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to DCSS Project Manager for review. The plan shall include, but many not be limited to the following.

- 5.1 Bidder shall maintain a quality control process that shall consist of actual field and/or telephone verification of an agreed upon percentage of randomly selected cases. Bidder shall provide DCSS with a monthly log of the results of this quality control process.
- 5.2 Any unusual patterns of service or irregularities in services shall be reported on the Contract Discrepancy Report (**Attachment B**). The problem shall be resolved within a time period mutually agreed upon by DCSS and the Bidder.
- 5.3 Bidder shall provide a monthly report, in a format to be agreed upon, that list serves by process server, broken down by personal and substitute services, listing the unsuccessful attempts at service and the reasons the attempts were unsuccessful. For substitute service, if the mailing is completed by someone other than the serving agent, the name of that individual and the name of the serving agent shall both be included in the monthly report.
- 5.4 Meetings as required shall be attended by the Bidder and DCSS with proper notice given.
- 5.5 In addition to DCSS contracting staff, other DCSS personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Bidder performance.

BIDDER'S RESPONSE: In this Section 5, acknowledge you have read the statement above and provide a detailed narrative for points 5.1 to 5.5:

6. ADMINISTRATIVE/PHYSICAL SAFEGUARD REQUIREMENTS

- 6.1 **DATA OWNERSHIP:** Bidder shall protect the confidential or sensitive information being provided under this agreement and treat it as the exclusive property of the County. Confidential and sensitive information shall not be made open to the public. Bidder shall take special precautions to protect County information from loss and unauthorized use, disclosure, modification, or destruction.
- 6.2 **INCIDENT REPORTING:** Bidder shall notify the County within twenty-four (24) hours of any information security breach involving information accessed or obtained under this agreement as soon as practical, but no more than three (3) business days after discovery. Bidder shall provide all appropriate information via email or in-person to facilitate the required reporting requirements.
- 6.3 **USE OF INFORMATION:** Bidder shall agree that the information furnished or secured pursuant to any agreement entered into as a result of this RFQ shall be used solely for the purposed described in the RFQ and shall agree to implement policies and procedures to ensure the confidentiality of such information. Bidder shall agree that information obtained under any agreement into as a result of this RFQ shall not be reproduced, published, sold or released in original or any other form for any purpose other than identified in this RFQ.

- 6.4 **EMPLOYEE ACCESS TO INFORMATION:** Bidder shall keep information in the strictest of confidence and only make it available to authorized personnel on a business “need-to-know” basis and only for the purposes authorized under any agreement entered into as a result of this RFQ. The term “need-to-know” refers to those authorized persons who need information to perform their official duties in connection with the purpose as described in the Contract. The parties recognize their mutual responsibilities to protect the confidentiality of the information in their custody as provided by law and ensure such information is disclosed only to those individuals and of such purpose, as authorized by the respective laws.
- 6.5 **ACCESS AUTHORIZATION RECORDS/ACCESS CONTROL:** Bidder shall maintain records of all authorized users and authorization level of access granted to the information obtained under this agreement. Bidder shall maintain and secure any of its computer systems (network, software and applications) used in the performance of this RFQ.
- 6.6 **SECURE AREAS:** Computer monitors, printers, hard copy printouts or any other forms of informed accessed or obtained under the performance of any agreement entered into as a result of this RFQ must be placed so that they may not be viewed by the public or other unauthorized persons.
- 6.7 **SECURE STORAGE:** Information in all forms, such as but not limited to tapes, cartridges, or other removable media, must be stored in areas physically secure from access by unauthorized persons as described in this RFQ.
- 6.8 **MEDIA PROTECTION:** Bidder shall employ the use of encryption for all confidential information stored on media such as, but not limited to, portable computing devices, CDs, DVDs, USB flash drives, taps, and cartridges in its custody.
- 6.9 **DESTRUCTION OF RECORDS:** Except for the records identified in Section 4.1, all other records received by Bidder under any agreement entered into as a result of this RFQ shall be returned or destroyed, including information stored on magnetic media such as tapes or discs, through certified or witnessed methods such as shredding, burning, degaussing, erasing, or other approved destruction, when the records are no longer needed for the business purpose for which they were obtained or within thirty (30) calendar days of termination or end of contract.

BIDDER'S RESPONSE: In this Section 6, acknowledge you have read the statement above and provide a detailed narrative for points 6.1 to 6.9:

7. INFORMATION SECURITY REQUIREMENTS

In performance of this contract, the Bidder agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

7.1 IRS SAFEGUARDING:

- (1) All work shall be performed under the supervision of the Bidder or the Bidder's responsible employees.

- (2) Any Federal tax returns or return information (hereafter referred to as returns or return information) made available shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone other than an officer or employee of the Bidder is prohibited.
- (3) All returns and return information shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output and products will be given the same level of protection as required for the source material. Under no circumstances shall Bidder or Bidder's employees leave returns unattended or unsecured.
- (4) No work involving returns and return information furnished under this contract will be subcontracted without prior written approval of the IRS.
- (5) The Bidder shall maintain a list of employees authorized access. Such list will be provided to DCSS and, upon request, to the IRS reviewing office.
- (6) DCSS shall have the right to void this contract if the Bidder fails to provide the safeguards described above.
- (7) The Bidder will include any additional safeguards that may be appropriate.

BIDDER'S RESPONSE: In this Section 7 and 7.1, acknowledge you have read all the statements above and provide a detailed narrative for point 7.1 to 7.7:

7.2 CRIMINAL/CIVIL SANCTIONS:

- (1) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC Sections 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.
- (2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone without an official need to know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000.00 or imprisonment for as long as 1 year, or both, together with the costs of prosecution.

Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000.00 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. The penalties are prescribed by IRC Sections 7213A and 7431.

- (3) Additionally, it is incumbent upon the Bidder to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to Bidder by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a Bidder, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.
- (4) Granting a Bidder access to FTI must be preceded by certifying that each individual understands DCSS's security policy and procedures for safeguarding IRS information. Bidder must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in DCSS's files for review. As part of the certification and at least annually afterwards, Bidder should be advised of the provisions of IRC Sections 7431, 7213, and 7213A (see Exhibit 6, IRC Sec. 7431 Civil Damages for Unauthorized Disclosure of Returns and Return Information and Exhibit 5, IRC Sec. 7213 Unauthorized Disclosure of Information). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the Bidder should sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

BIDDER'S RESPONSE: In this Section 7.2, acknowledge you have read all the statements above and provide a detailed narrative for point 1 to 4:

- 7.3 SITE VISITS: The IRS and DCSS shall have the right to send its officers and employees into the offices and plants of the Bidder for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection, specific measures may be required in cases where the Bidder is found to be noncompliant with contract safeguards.

BIDDER'S RESPONSE: In this Section 7.3, acknowledge you have read the statement above and provide a detailed narrative for point 7.3:

7.4 ELECTRONIC TRANSMISSION: All confidential information transmitted by Bidder over a public network shall be encrypted.

BIDDER'S RESPONSE: In this Section 7.4, acknowledge you have read the statement above and provide a detailed narrative for point 7.4:

7.5 UNIQUE IDENTIFICATION: Bidder network security architecture must be able to identify uniquely all access to information obtained and used in the performance of this agreement.

BIDDER'S RESPONSE: In this Section 7.5, acknowledge you have read the statement above and provide a detailed narrative for point 7.5:

7.6 CHANGE CONTROL: All changes to computer systems, hardware, software, applications, storage media, and network components used for storing and/or accessing information in the performance of this agreement must be approved by DCSS in writing prior to implementation.

BIDDER'S RESPONSE: In this Section 7.6, acknowledge you have read the statement above and provide a detailed narrative for point 7.6:

7.7 SCREEN-LOCKING: Computers capable of accessing information for the performance of this agreement must not be left unattended and logged on, unless secured by a screen-locking process or mechanism to prevent unauthorized access, or secured in a locked room not accessible to unauthorized personnel.

BIDDER'S RESPONSE: In this Section 7.7, acknowledge you have read the statement above and provide a detailed narrative for point 7.7:

7.8 AUDITING: Bidder shall maintain an audit trail and record data access of authorized users and authorization level of access granted to information, based on job function. Said logs shall be made available to DCSS Project Manager upon request.

BIDDER'S RESPONSE: In this Section 7.8, acknowledge you have read the statement above and provide a detailed narrative for point 7.8:

8. Please see Exhibit C - **CONFIDENTIALITY STATEMENT** on page 21.

9. Please see Exhibit D - **CORRECTIVE ACTION PLAN** on page 23.

Note: It is important that you have read all the statements in each section listed above and provide a detailed response as required in the Scope of Work, Exhibit A. Any section including the points in that section that does not have a response to the Scope of Work may be considered non-responsive to the RFQ and the bid response may be removed from further review and consideration. If you state “Not Applicable” (N/A) in any section, or on any point in the Scope of Work; you will need to provide a detailed justification for the (N/A). The County will review the (N/A) justification and make a determination if the justification is valid or not-valid.

EXHIBIT “B”
ALL INCLUSIVE COST QUOTE

Bidder is required to enter their pricing using the quote sheet below. Pricing must be inclusive of all fees including but not limited to all services and incidentals, fuel, e-filing, insurance, reports, and postage.

Standard Service Document/Package (One flat fee)	Successful Service (Personal Serve/Substitute Service)	Non-Service (Bad Address or unable to locate or sub- serve individual)
Riverside County	\$	\$
Los Angeles County	\$	\$
Orange County	\$	\$
San Bernardino County	\$	\$
All other CA Counties	\$	\$
All other States Outside of CA/Interstate	\$	\$

EXHIBIT "C"

CONFIDENTIALITY STATEMENT

DCSS D593 (03/29/061)

The Department of Child Support Services (DCSS) is responsible for securing Child Support information. DCSS takes this responsibility seriously. The information below describes serious consequences you are subject to in the event that you unlawfully access or disclose Child Support information. Child Support information includes data that is obtained from numerous organizations including, but not limited to: the Internal Revenue Service, the California Franchise Tax Board, the California Employment Develop

m
ent Department, and the California State Board of Equalization. This information is confidential. Child Support information also includes DCSS plans, processes, procedures, memoranda, correspondence, research documents, and statistical analysis concerning the DCSS Child Support Program. This information may be confidential. Confidential information in any form (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc.) is not public and requires special precautions to protect it from wrongful

a
ccess, use, disclosure, modification, and destruction. DCSS strictly enforces information security. If you violate DCSS confidentiality policies, you may be subject to administrative, civil, and or criminal action.

You may only access confidential information if you have a specific Child Support business need for that information. You may only disclose confidential information to other individuals that have a specific Child Support business need for that information. If you access confidential information without a Child Support business need or if you disclose confidential information to another person that does not have a Child Support business need, you may be subject to discipline by your department, termination of your or your employer's contract, criminal fines, or imprisonment.

- Fines for confidentiality violations range from \$1,000 to \$20,000.
- Imprisonment for confidentiality violations ranges from 1 year to 5 years.
- In addition, you may be liable for damages to persons injured by your confidentiality violation.

By your signature and initials below, you acknowledge that confidential Child Support information is subject to strict confidentiality requirements imposed by state and federal law including, but not limited to: Title 26 United States Code sections 7213(a), 7213A, and 7431; Code of Federal Regulations, Title 28, Code of Federal Regulations, part 603; California Penal Code section 502; California Family Code section 17212; California Unemployment Insurance Code sections 1094. 2111, and 2122; California Reve
n
ue and Taxation Code sections 7056, 7056.5, 19542, and 19542.1.

READ AND INITIAL EACH OF THE STATEMENTS PRINTED BELOW

I acknowledge that operating any computer providing access to Child Support information constitutes consent to monitoring of all system activity. Evidence of unauthorized use collected during monitoring may be used for adverse or criminal action. Logging on to any system providing access to Child Support information indicates acceptance of the DCSS Information Security Policy.

I acknowledge responsibility for knowing the classification of Child Support information. If I do not know the classification of specific information, I will seek classification information from my supervisor.

_____ I acknowledge that wrongful access, use, modification, or disclosure of confidential information may be punishable as a crime and/or result in disciplinary and/or civil action taken against me - including but not limited to: reprimand, suspension without pay, salary reduction, demotion, or dismissal - and/or fines and penalties resulting from criminal prosecution or civil lawsuits and/or termination of contract.

_____ I acknowledge that wrongful access, inspection, use, or disclosure of confidential information for personal gain, curiosity, or any non-business related reason is a crime under state and federal laws.

_____ I acknowledge that wrongful access, use, modification, or disclosure of confidential information is grounds for immediate termination of my organization's Child Support related contract.

_____ I hereby agree to protect Child Support information in any form, (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc) by:

- Accessing Child Support information only as needed to perform my Child Support business duties.
- Never accessing information for curiosity or personal reasons.
- Never showing confidential information to or discussion confidential information with anyone who does not have the need to know.
- Storing confidential information only in approved locations.
- Never removing sensitive or confidential information from the work site without authorization.

_____ I agree that I will not disclose my password that provide me access to Child Support systems to any other person.

_____ I agree that I will not duplicate or download confidential Child Support information unless I am authorized to do so.

I certify that I have read and initialed the confidentiality statements printed above.

PRINT FULL NAME

SIGNATURE

DATE

EXHIBIT D
CORRECTIVE ACTION PLAN

Date Prepared: _____

Date Returned by Bidder: _____

Date Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Representative: _____ Date: _____

Bidder Response {Cause and Corrective Action}: _____

Signature of County Representative: _____ Date: _____

COUNTY EVALUATION OF BIDDER RESPONSE: _____

Signature of County Representative: _____ Date: _____

COUNTY ACTIONS: _____

BIDDER NOTIFIED OF ACTION:

County Representative's Signature: _____ Date: _____

Bidder Representative's Signature: _____ Date: _____

Local Business Affidavit

The County of Riverside Local Business Preference may be applied to this Request for Proposal/Quotation. If you qualify for this preference, please submit this form along with your response to this RFQ/Q.

Definition of Local Business

A local business shall mean a business concern, consultant or Bidder that meets the following requirements:

1. Have fixed offices located within the geographical boundaries of Riverside County.
2. Be authorized to perform business within the County, and in doing so, credit all sales tax from sales generated within Riverside County to the County.
3. Have at least fifty-one percent (51%) of all employees physically located in and performing business out of said local office.
4. Have a Riverside County business street address, which shall be open with established business hours.
5. Establish proof that it has been located and doing business in Riverside County for at least six (6) months preceding its certification to the County as a local business.

The supporting documentation to be provided along with this form and your response to this RFQ/Q includes:

1. **A copy of current BOE 531-A and/or BOE 530-C form** (State, Local & District Sales and Use Tax Return Form). This is what businesses submit to the State Board of Equalization when paying the sales tax to the State of California indicating the amount of the payment to be credited to each jurisdiction (i.e. Counties, Cities).
2. **A current business license** if required for the political jurisdiction the business is located.
3. **Proof of the current business address and 51% of employees performing business out of said office.** The local business needs to be operating from a functional office that is staffed with 51% of the company's employees, during established business hours.

Business Name: _____

Physical Address: _____

Phone: _____ FAX: _____ E-Mail: _____

Length of time at this location: _____ Number of Company Employees at this address: _____

If less than 6 months, list previous
Riverside County location: _____

Business License # (where applicable): _____ Jurisdiction _____

Established Hours of Operation: _____

Primary function of this location (i.e., sales, distribution, production, corporate, etc): _____

Signature of Company Official

Date

Submittal of false data will result in disqualification of Local Preference and/or doing business with Riverside County. Additional information about the application of these preferences can be found in Board Policy B-34 (<https://www.rivcocob.org/wp-content/uploads/2019/06/POLICY-B34.Revised.05-21-19.pdf>).

Veteran, Active Duty and/or National Guard Business Affidavit

The County of Riverside Veteran, National Guard, and/or Active Duty Business Preferences may be applied to this Request for Proposal/Quotation. If you qualify for any of these preferences, please submit this form along with your response to this RFQ/Q.

Definitions of Veteran, National Guard, and/or Active Duty Businesses

Please check the category you are applying for:

☐ **A Service-Disabled Veteran-Owned Business (SDVOB) shall mean a business concern, consultant or Bidder that is at least 51 percent directly and unconditionally owned and controlled by a combination of one or more service-disabled veteran.** A service-disabled veteran is a person who served on active duty with the Army, Air Force, Navy, Marine Corps, or Coast Guard, Federal Reservists, or National Guard and who possesses either a disability rating letter issued by VA establishing a service-connected rating between 0 and 100 percent, or a disability determination from the Department of Defense.

☐ **A Veteran-Owned Business (VOB) shall mean a business concern, consultant or Bidder that is at least 51 percent directly and unconditionally owned and controlled by a combination of one or more veteran.** A veteran is a person who served on active duty with the Army, Air Force, Navy, Marine Corps, or Coast Guard for any length of time and who was discharged or released under conditions other than dishonorable. Federal Reservists or members of the National Guard called to federal active duty, as well as Federal Reservists or National Guard members who have completed twenty (20) years of service and are eligible to receive Reserve component retirement, also qualify as veterans.

☐ **A National Guard and Federal Reserve Veteran-Owned Business shall mean a business concern, consultant or Bidder is at least 51 percent directly and unconditionally owned and controlled by a combination of one or more National Guard or Federal Reservist veteran.** Federal Reservists or National Guard veteran is a member who served honorably in the Reserves or National Guard but has no active duty time other than for training purposes only.

☐ **An Active members of the U.S. Armed Forces, National Guard or Federal Reservist-Owned Business shall mean a business concern, consultant or Bidder that is at least 51 percent directly and unconditionally owned and controlled by a combination of one or more active members of the U.S. Armed Forces, National Guard or Federal Reservist.** An active member is a person who is a current member of the U.S. Armed Forces serving on active duty or who is a current member of the National Guard or Federal Reserve forces serving on Title 10 or Title 32 active duty or current members of the National Guard and Reserve forces.

☐ **A Veteran-Qualified Business (VQB) shall mean a business concern, consultant or Bidder that maintains a workforce in which no less than 10% of its total are veteran employees.** A veteran is a person who served on active duty with the Army, Air Force, Navy, Marine Corps, or Coast Guard for any length of time and who was discharged or released under conditions other than dishonorable. Federal Reservists or members of the National Guard called to federal active duty or disabled from a disease or injury incurred or aggravated in the line of duty or while in training status, as well as Federal Reservists or National Guard members who have completed twenty (20) years of service and are eligible to receive Reserve component retirement, also qualify as veterans.

The supporting documentation to be provided along with this form and your response to this RFQ/Q includes:

SDVOB, VOB, VQB Business

1. A valid DD Form 214 (long form) or NGB Form 22 along with a VA disability rating letter for each veteran owner to establish confirmation of military service and discharge status. National Guard members and Federal Reservists with twenty (20) years or more service shall provide a copy of retirement orders or Military identification card showing retired status from the reserves

National Guard and Federal Reserve Veteran-Owned Business

1. A valid NGB Form 22 for each Nation Guard veteran owner to establish confirmation of service. A valid DD Form 214 (long form) and an honorable discharge certificate for each Federal Reservist veteran owner to establish confirmation of service.

Active members of the U.S. Armed Forces, National Guard or Federal Reservist-Owned Business

1. Proof of service orders or military ID card showing active Reserve, National Guard or Active Duty status in the U.S. Armed Forces.

Business Name: _____

Physical Address: _____

Phone: _____ FAX: _____ E-Mail: _____

Names of Veteran or Active Duty Owner and their ownership percentage (if applicable): _____

Total Number of Company Employees (if applicable): _____ Total Number of Veteran Employees: _____

DUNS # (where applicable): _____

Hours of Operation: _____

Signature of Company Official

Date

Submittal of false data will result in disqualification of Veteran Preference and/or doing business with Riverside County. Additional information about the application of these preferences can be found in Board Policy B-34 (<https://www.rivcocob.org/wp-content/uploads/2019/06/POLICY-B34.Revised.05-21-19.pdf>).

Small Business Affidavit

The County of Riverside Small Business Preference may be applied to this Request for Proposal/Quotation. If you qualify for this preference, please submit this form along with your response to this RFQ/Q.

Definition of Small Business

A small business shall mean a business concern, consultant or Bidder that meets the following requirements:

1. Be independently owned and operated.
2. Not be nationally dominant in its field of operation.
3. Operate primarily within the U.S. and make contributions to the U.S. economy through payment of applicable local, state, and federal taxes.
4. Meet size standards established by the U.S. Small Business Administration which specifies firm size by North American Industrial Classification System (NAICS) codes.

The supporting documentation to be provided along with this form and your response to this RFQ/Q includes:

1. **Proof of payment of applicable local, state, and federal taxes.**
2. **A current business license if required for the political jurisdiction the business is located.**
3. **Proof of annual business revenue and number of company employees.**

Business Name: _____

Physical Address: _____

Phone: _____ FAX: _____ E-Mail: _____

Number of Company Employees: _____ Annual Revenue: _____

NAICS Code: _____

Business License # (where applicable): _____ Jurisdiction: _____

Established Hours of Operation: _____

Signature of Company Official

Date

Submittal of false data will result in disqualification of Veteran Preference and/or doing business with Riverside County. Additional information about the application of these preferences can be found in Board Policy B-34 (<https://www.rivcocob.org/wp-content/uploads/2019/06/POLICY-B34.Revised.05-21-19.pdf>).

IRAN CONTRACTING ACT
(Public Contract Code sections 2202-2208)

Prior to bidding on, submitting a proposal or executing a contract or renewal for a State of California contract for goods or services of \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the California Department of General Services ("DGS") pursuant to Public Contract Code section 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or b) demonstrate it has been exempted from the certification requirement for that solicitation or contract pursuant to Public Contract Code section 2203(c) or (d).

To comply with this requirement, please insert your vendor or financial institution name and Federal ID Number (if available) and complete **one** of the options below. Please note: California law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Public Contract Code section 2205.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person/vendor, for 45 days or more, if that other person/vendor will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

<i>Vendor Name/Financial Institution (Printed)</i>		<i>Federal ID Number (or n/a)</i>
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date Executed</i>	<i>Executed in</i>	

OPTION #2 – EXEMPTION

Pursuant to Public Contract Code sections 2203(c) and (d), a public entity may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to be eligible for, or to bid on, submit a proposal for, or enters into or renews, a contract for goods and services.

If you have obtained an exemption from the certification requirement under the Iran Contracting Act, please fill out the information below, and attach documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>		<i>Federal ID Number (or n/a)</i>
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		<i>Date Executed</i>

**COMPLIANCE WITH ECONOMIC SANCTIONS IN RESPONSE TO RUSSIA'S ACTIONS IN UKRAINE
(Bidders)**

Prior to bidding on, submitting a proposal, or executing a contract, a Bidder must certify: 1) it is not a target of economic sanctions and 2) in compliance with economic sanctions imposed by the U.S. government in response to Russia's actions in Ukraine, as well as any requirements related to the Russian sanctions imposed by the California Governor's Executive Order N-6-22 issued on March 4, 2022 and under state law, if any.

To comply with this requirement, please insert the Bidder name and Federal ID Number (if available), complete the information described below and execute by an authorized representative of the Bidder.

CERTIFICATION

I, the authorized representative for Bidder named below, certify I am duly authorized to execute this certification on behalf of the Bidder below, and the Bidder identified below has conducted a good faith review of existing contracts. I attest that the Bidder is not a target of economic sanctions, and that Bidder is in compliance with the economic sanctions imposed by the U.S. government in response to Russia's actions in Ukraine, as well as any requirements related to the Russian sanctions imposed by the California Governor's Executive Order N-6-22 issued on March 4, 2022 and under state law, if any.

<i>Bidder Name (Printed)</i>		<i>Federal ID Number (or n/a)</i>
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date</i>		