

**REQUEST FOR PROPOSAL FOR
COMPUTERIZED WORKERS' COMPENSATION
CLAIMS MANAGEMENT SYSTEM SUPPORT**

**CITY OF LOS ANGELES
PERSONNEL DEPARTMENT
WORKERS' COMPENSATION DIVISION
700 E. TEMPLE STREET, ROOM 210
LOS ANGELES, CA 90012**

DATE ISSUED: 9/4/07

TITLE: Computerized Workers' Compensation Claims Management System Support

DESCRIPTION: Provide and maintain computer hardware, software and communications network to support existing claims management system.

INITIAL TERM: One year

RENEWAL OPTIONS: Two (2) one-year options

**PROPOSAL DELIVERY ADDRESS:
City of Los Angeles, Personnel Department
700 East Temple Street, Room 210
Los Angeles, CA 90012
Attn: Rose Nakanishi**

**MANDATORY PRE-PROPOSAL CONFERENCE:
Wednesday, 9/26/07, 9:00 AM
City of Los Angeles, Personnel Department
700 East Temple Street, Room 350
Los Angeles, CA 90012**

DEADLINE FOR SUBMITTING PROPOSAL: Wednesday, 10/31/07, 3:00 PM

CONTRACT ADMINISTRATOR: Rose Nakanishi, Management Assistant

PHONE: (213) 473-3342 FAX: (213) 473-3333

E-MAIL: rose.nakanishi@lacity.org

ADDITIONAL INFORMATION: None

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REQUEST FOR PROPOSAL

COMPUTERIZED WORKERS' COMPENSATION CLAIMS MANAGEMENT SYSTEM SUPPORT

1. INTRODUCTION

The City of Los Angeles is self-insured for its workers' compensation liabilities. Claims by civilian City employees are administered by the Workers' Compensation Division of the Personnel Department, while those by sworn employees are administered by a contracted third-party administrator (TPA) under the direction of the Division. The Division is responsible for all aspects of claims administration, including directing medical care, providing defense support in litigated cases, making payments for a variety of claims-related activities, and providing vocational rehabilitation for injured employees.

The City currently uses a proprietary software, called LINX, to process its workers' compensation claims. It was specifically designed for the City by AON Corporation and has been in use since October 1990. LINX runs on an IBM AS/400 platform and has been customized to meet the City's unique requirements. The City owns a perpetual license for the software, which allows it to use and make modifications as long as the application is used only to support the City's claims management operation. Technical support and all computer equipment required for the operation of the system are currently outsourced to QLD Information Systems Corporation. QLD has been furnishing equipment, software and technical support for LINX since January 2003. Currently, QLD provides and maintains a dedicated IBM AS/400 Model 270 to run the main LINX application and a Model 9402/405 to support the City's in-house client/server requirements.

In addition to the communication lines and controller hardware at the Workers' Compensation Division, QLD also supplies LINX access to other City Departments, including the City Attorney's Office, Controller's Office, and the Los Angeles Police and Fire Departments.

QLD also provides hardware, software and maintenance for 230 personal computers at the Workers' Compensation Division and the TPA's office, via a 2-year computer lease that expires on December 31, 2007. A number of printers are also provided for the TPA and various City offices.

The contract with QLD expires on January 2, 2008. Therefore, the City is seeking proposals from interested parties to provide similar support and equipment.

2. GENERAL INFORMATION

It is the Personnel Department's intent to award a contract, in a form approved by the City Attorney, to the selected proposer(s). Proposals accepted by the City in writing

constitute a legally binding contract offer. It is requested that proposals be prepared simply and economically, avoiding the use of unnecessary promotional material.

2.1. Proposal Format and Submission Requirements

Proposals must be based only on the material contained in the RFP, pre-proposal conference responses, amendments, addenda and other material published by the City relating to the RFP. The proposer must disregard any previous draft material and oral representations that may have been obtained by the proposer.

Proposals must be submitted in accordance with the requirements set in this RFP.

2.1.1. In Writing

All proposals must be submitted in writing and proposers must complete and return all applicable documents including forms, appendices, specifications, drawings, schematic diagrams and any technical and/or illustrative literature. The City may deem a proposer non-responsive if the proposer fails to provide all required documentation and copies.

2.1.2. Cover Letter

Each proposal must include a cover letter limited to one page. The cover letter must include the title, address and telephone number of the person or persons who will be authorized to represent the proposer.

2.1.3. Authorized Signatures

Proposals must be signed by a duly authorized officer eligible to sign contract documents and authorized to bind the company to all commitments made in the proposal. Consortiums, joint ventures, or teams submitting proposals will not be considered responsive unless it is established that all contractual responsibility rests solely with one proposer or one legal entity. The proposal must identify the responsible entity.

2.1.4. Number of Copies Required

Proposers are required to submit one original proposal signed in ink and five copies of the proposal. Original and copies should be identified as such. If any proposal contains any trade secrets or other proprietary information that the proposer claims is exempt from the California Public Records Act (See Section 3.2 of this RFP), a redacted copy of the proposal must also be submitted. Written proposals must be presented in a sealed envelope. Proposer must enter the title and proposer's name on the outside of the envelope. Sealed proposals are to be delivered to the address listed in this RFP no later than the stated proposal opening date and time.

2.1.5. Information Requested and Not Furnished

The information requested and the manner of submission are essential to permit prompt evaluation of all proposals. Accordingly, the City reserves the right to declare as non-responsive and reject any proposal in which information is requested and is not furnished or when a direct or complete answer is not provided.

2.1.6. Alternatives

The proposer must not change any wording in the RFP or associated documents. Any explanation or alternatives offered must be submitted in a letter attached to the front of the proposal documents. Alternatives that do not substantially meet the City's requirements cannot be considered. Proposals offered subject to conditions and/or limitations may be rejected as non-responsive.

2.1.7. Proposal Errors

Proposer is liable for all errors or omissions incurred by proposer in preparing the proposal. Proposer will not be allowed to alter proposal documents after the due date for submission.

The City reserves the right to make corrections or amendments due to errors identified in proposal by the City or the proposer. This type of correction or amendment will only be allowed for errors such as typing, transposition or any other obvious error. Any changes will be date and time stamped and attached to proposal. All changes must be coordinated in writing with, authorized by, and made by the Contract Administrator.

2.1.8. Waiver of Minor Administrative Irregularities

The City reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

2.1.9. Interpretation and Clarifications

The City will consider prospective recommendations or suggestions regarding any requirements before the pre-proposal conference. All recommendations or suggestions must be in writing and submitted to the Contract Administrator. The City reserves the right to modify requirements on any RFP if it is in the best interest of the City.

2.2. Cost of RFP

The City is not responsible for any costs incurred by proposer while submitting proposals. All proposers who respond to solicitations do so solely at their own expense.

2.3. Pre-proposal Conference

A mandatory pre-proposal conference will be held to receive questions from prospective proposers regarding this RFP. The conference has been scheduled for Wednesday, September 26, 2007, 9:00 AM at:

City of Los Angeles Personnel Department
700 East Temple Street, Room 350
Los Angeles, CA 90012

2.3.1. Purpose of Pre-Proposal Conference

The purpose of the conference is to clarify the contents of this RFP and to discuss Personnel Department needs.

2.3.2. How to Prepare Questions

To maximize the effectiveness of the conference, the Personnel Department requests that, to the extent possible, proposers provide questions in writing prior to the conference. This will enable the Personnel Department to prepare responses in advance. Specific questions concerning the RFP should be submitted in writing by September 19, 2007 to the Contract Administrator, Rose Nakanishi, by e-mail at rose.nakanishi@lacity.org or by fax at (213) 473-3333.

Additional questions may be accepted at the conference. However, responses may be deferred and provided as addenda to the RFP at a later date.

2.4. Proposal Opening

Sealed proposals are to be delivered by proposers to:

City of Los Angeles
Personnel Department – Workers' Compensation Division
700 East Temple Street, Room 210
Los Angeles, CA 90012

Attention: Rose Nakanishi

Proposals must be received by 3:00 PM on Wednesday, October 31, 2007.

2.5. Late Proposals

Late proposals will not be accepted and will be returned to the proposer unopened.

2.6. Withdrawal of Proposals

Proposers may withdraw submitted proposals in writing at any time prior to the specified due date and time. Faxed withdrawals will be accepted. A written request, signed by an authorized representative of the company, must be submitted to the Contract Administrator. After withdrawing a previously submitted proposal, the proposer may submit another proposal at any time up to the specified due date and time.

2.7. Americans With Disabilities Act

As covered under Title II of the Americans With Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposals, programs, services, and activities. If an individual with a disability requires accommodations to attend a pre-proposal conference, site examination or proposal opening, please contact the Contract Administrator at least five working days prior to the scheduled event.

2.8. Award of Contract

Award of contract will be made to the proposer(s) with the best combination of price, experience, and quality of service delivery. Awards are not restricted to the lowest offer or bid. The City may award contracts to more than one proposer.

2.9. Rejection of Proposals

The City reserves the right to reject any or all proposals; to waive any minor informality in proposals received; to reject any unapproved alternate proposal(s); and reserves the right to reject the proposal of any proposer who has previously failed to perform competently in any prior business relationship with the City. The rejection of any or all proposals will not render the City liable for costs or damages.

2.10. Proposal Protest

Any protest to a proposal award(s) must be in writing, **specify the basis of the protest**, and received within five (5) working days of the notice of award. Upon receipt of protest, the Contract Administrator will furnish protester with a written statement setting forth the reasons for the proposed award based on the lowest ultimate cost and best overall value to the City and will hold a hearing within five (5) working days after receiving the protest, unless waived by the proposer.

At or prior to the hearing, the protester may present evidence as to why the award should not be made according to the City's plans. After the close of the hearing, the Contract Administrator will make a final determination with respect to the protest, and will award the contract accordingly or reject all proposals. The decision will be final.

2.11. Contractor Evaluation Program

When the term of the proposed Contract has concluded, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the Contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the Contract. A Contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final City evaluation.

3. GENERAL TERMS AND CONDITIONS

3.1. Definition of terms

The following terms used in the RFP documents will be construed as follows:

"City" will mean the City of Los Angeles.

"Department" will be considered synonymous with the City's Personnel Department.

"Agreement" will be considered synonymous with term **"Contract."**

"Contractor" will mean the individual, partnership, corporation or other entity to which this agreement is awarded, and will be synonymous with the term **"Vendor."**

3.2. Property of City/Proprietary Material

All proposals submitted in response to this RFP will become the property of the City of Los Angeles and subject to the State of California Public Records Act. Proposers must identify trade secrets or other proprietary information that the proposers claim are exempt from the California Public Records Act (California Government Code Section 6250 et seq.).

In the event a proposer claims such an exemption, the proposer is required to state in the proposal the following:

"The proposer will indemnify the City and its officers, employees and agents, and hold them harmless from any claim or liability and defend any action brought against them for their refusal to disclose trade secrets or other proprietary information to any person making a request therefore."

Failure to include such statement will constitute a waiver of a proposer's right to exemption from this disclosure.

3.3. Addendum(a)

The Personnel Department reserves the right to submit addendum(a) to this RFP which may add additional requirements to be considered responsive. All proposers must acknowledge any addendum(a) issued as a result of any change in this RFP on the **Proposer's Signature Declaration Page**. Failure to indicate receipt of addendum(a) may result in a proposal being rejected as non-responsive.

3.4. Multiple Proposals

Proposers interested in submitting more than one proposal may do so, providing each proposal stands alone and independently complies with the instructions, conditions and specifications of the RFP.

3.5. Pre-Award Negotiations

Prior to award of the contract, the successful proposer(s) may be required to attend negotiation meetings that will be scheduled at a later date. The intent of the meeting(s) will be to discuss and negotiate contract requirements, prices, service level agreements, detailed scope of work specifications, ordering, invoicing, delivery, receiving and payment procedures, etc., in order to insure successful administration of the contract.

3.6. Execution of Contract

Unless otherwise stated, proposals submitted will be irrevocable for a period of 120 days following the proposal opening date. A response to this RFP is an offer to contract with the City based upon the terms, conditions, service level agreement and specifications contained in the proposal submitted. A contract will be developed after the City makes an award to the selected proposer(s).

3.7. Amendments/Modifications/Change Orders

Any amendments, adjustments, alterations, additions, deletions, or modifications in the terms and/or conditions of resultant agreement must be made by written change order approved by the Contract Administrator and the Contractor. If Contractor performs any modification without a written change order, the City will neither pay for nor be obligated to accept said modification.

3.8. Prime Contractor

The proposer(s) awarded the contract must be the prime Contractor performing the primary functions of the contract. If any portion of the contract is to be subcontracted, it must be clearly set forth in the proposal document as to what part(s) are to be subcontracted, the reasons for the subcontracting and a listing of

subcontractors. The City reserves the right to reject any proposal wherein use of subcontractors significantly affects the ability of the proposer to function as the prime contractor on the awarded contract. The prime Contractor will at all times be responsible for the acts and errors or omissions of its subcontractors or joint participants and persons directly or indirectly employed by them.

3.9. Subcontractors/Joint Ventures

Acceptance or rejection of a proposer's request to use subcontractors is at the sole discretion of the City. With approval of the City, the Contractor may enter into subcontracts and joint participation agreements with others for the performance of portions of resultant agreement.

The provisions of resultant agreement will apply to all subcontractors in the same manner as to the Contractor. In particular, the City will not pay, even indirectly, the fees and expenses of subcontractors that do not conform to the limitations and documentation requirements of resultant agreement.

3.9.1. Copies of Subcontractor Agreements

Upon written request from the City, the Contractor will supply the City with all subcontractor agreements.

3.10. Supplier Performance Feedback Meetings

The proposer(s) awarded the resulting agreement is required to attend periodic performance feedback meetings facilitated by the City's Contract Administrator. The meetings will focus on the Contractor's and the City's performance in fulfilling the service level agreements contained in the contract. The meetings will provide a forum to informally discuss opportunities for improving contract terms and conditions, services level agreements, and cost reductions for both parties.

3.11. Replacement of Contractor's Staff

The City reserves the right to have the Contractor replace any contract personnel with equally or better qualified staff upon submitting written notice to Contractor. In addition, the City reserves the right to approve in advance any changes in project personnel or levels of commitment by the Contractor to the project.

3.12. Contractor's Address

The address given in the proposal response will be considered the legal address of the Contractor and will be changed only by written notice to the City. The Contractor will supply an address to which certified mail can be delivered. The delivery of any communication to the Contractor personally, or to such address, or the depositing in the United States Mail, registered or certified with postage prepaid, addressed to the Contractor at such address, will constitute a legal service thereof. Also, telephone numbers, fax numbers and e-mail addresses (if applicable) must be provided.

4. STATEMENT OF WORK SPECIFICATIONS – PROPOSAL/QUOTE SECTION

4.1. Background

Due to the volume of claims the City receives each year, the City is dependent upon LINX, the current computerized claims management system, to operate its workers' compensation program. The City is seeking a business solution that would allow the City to continue using the existing LINX software, wherein the new vendor would provide the following:

- 1) Provide and maintain an IBM AS/400 platform in a secured computer center for the specific purpose of supporting the City's current LINX application.
- 2) Provide programming staff for the maintenance of the existing system and for designing and programming enhancements to the City's system. Such staff must have knowledge and experience in using DB2 database with RPG, SQL and AS400 query capabilities.
- 3) Provide and maintain AS/400 communications network between the contract vendor's computer center and various City locations.
- 4) Provide help-desk services for reporting and resolving hardware, software, and communication problems.
- 5) Provide hardware solutions and maintenance of remote workstations including printers, controllers, modems and associated AS/400 equipment located at various Los Angeles locations for accessing the midrange platform located at the Contractor's computer center.
- 6) Provide support staff and environment for nightly, weekly, and month-end batch processing.
- 7) Provide communication network and software to comply with the State of California's mandated Electronic Data Interchange (EDI) program using either the State approved ANSI X12 or flat-file formats.
- 8) Provide off-site disaster recovery facility for the storage of system data and application files.
- 9) Provide file structure and standard AS/400 Query language for producing ad-hoc reports from LINX data files.
- 10) Provide PC core software (Refer to Section **4.11. Hardware Support**) and software support for all vendor-supplied hardware for the City.
- 11) Interface LINX with eFlo, the City's document management and workflow system.

12) Maintain and expand faxing capabilities for LINX.

4.2. LINX System Interfaces

4.2.1. PAYSR

PAYSR is the City Controller's payroll system. It contains personal information on all City employees, including their work histories and pay. The Workers' Compensation Division Systems Group downloads certain information from PAYSR every two weeks and transmits it to QLD for uploading into the LINX System.

4.2.2. eFlo

eFlo is the Workers' Compensation Division's document management and workflow system, otherwise known as its imaging system. All claim-related documents received in the Division, such as claim forms, bills, medical reports, and correspondence are scanned into the system. The documents are then routed to the appropriate staff for processing using information retrieved from both the LINX and PAYSR systems. It uses one or a combination of the claim number, social security number, claimant name, and Workers' Compensation Appeals Board (WCAB) Number to forward the document to the staff handling the claim.

4.2.3. Bill Review System

The City contracts with a bill review vendor, ComplIQ, to reduce medical billings to State fee schedule or other discounted rate. Bills received by the Workers' Compensation Division are scanned and routed to ComplIQ for review and reduction via eFlo. Once reviewed, the new recommended payment amounts are transmitted back to LINX in a data file on a nightly basis for payment processing.

4.3. LINX System Data Elements

There are approximately 260,000 active and inactive claims in the LINX database. Although, the City currently averages 8,600 new claims per year, LINX has the capacity to add substantially more. The system allows for the recording of personal and injury data as follows:

- Name, address, telephone number, sex, birth date, hire date, and social security number of an injured worker.
- Injured worker's job classification along with worker's overall category (from one of the three libraries that separate the City's claims into civilian, sworn police, or sworn fire), worker's employing City Department, and job site.

- Date, time, and address where injury occurred, and an indication of whether the place of injury is a City premises.
- The assigned claims examiner, by name and alphanumeric code.
- Categorization of how the worker is paid (e.g., weekly, hourly, etc.) and wages as of date of injury; system computes the average weekly wage from this input.
- Injury coding by body part, injury type, and how the accident occurred.
- Litigation claim number (WCAB Number) and date of application for litigated claims, as well as an alpha coding for various other claim status for identification purposes.
- Tracking of lost time including last day worked, projected date of return to work, and actual date of return to work used to generate required State notice forms and management reports.
- Stop payment coding for cases which would allow claims adjusters or supervisors to keep payment from being generated on a questionable or disputed claim, unless over-ridden.
- Historical payment data, including the service dates, payee, amount paid, check number, check print date, invoice number, and salary continuation data from City payroll.

4.4. LINX System Input/Output

Proposers should note that in the following summary of data files, the current LINX System transmits and receives data files using dedicated File Transfer Protocol (FTP). Proposers should keep in mind that the LINX System uses EBCDIC file format and that file conversions may be necessary in order to move this data electronically between other platforms.

- A. The LINX System is required to produce annual electronic data files for transmittal of Internal Revenue Service 1099 and California Franchise Tax Board 599 data. In addition to the data transmitted to Federal and State agencies, the system is required to produce individual Miscellaneous 1099 and FTB forms for each of the approximately 5,000 vendors doing business with the Workers' Compensation Division.
- B. The LINX System produces State-mandated documents related to workers' compensation claims. This includes the annual Self-Insured Public Agency's Report and DWC 5020. The City is currently a partner with the State of California in which information contained on these reports is processed through EDI.

- C. The City Controller obtains claims payment information from the LINX System data file to print workers' compensation benefits checks. The Controller currently uses a check printing system for the preparation of all checks, including workers' compensation benefit and payroll checks. The file input for the printer is operated by the City's Information Technology Agency (ITA) and the checks produced by this process are assigned check numbers directly from the LINX System. The LINX System produces an electronic file containing check number, check date, payee name, address, claim number as well as any other information which is to appear on the check and remittance documents.
- D. The LINX System accepts bi-weekly data transmission via dedicated T1 line of salary-continuation payments from the City's host-based payroll system, PAYSUR. Salary continuation is captured and recorded by the LINX System, which includes the data elements, payment amount, service dates, payee name, claim number, and total lost time.
- E. The City contracts with a bill review vendor to compare medical billings with California State fee schedules and to propose reduced payment for any overcharges. The City currently receives about three transmissions per week, each averaging more than 1200 records, with final billings from the bill review vendor's ASCII-based platform using FTP.
- F. The LINX System produces daily files for the City's bill review contractor. The first of these files contains a complete record of all vendors currently on the City's provider file and is used to update the contractor's computer files for producing check remittance documents. The second file contains information on all current active claims in the City's database. After review, the bill review contractor sends back a check file indicating payments for check release.
- G. The LINX System provides for the manual input of medical, vocational rehabilitation, and other billing payments (in addition to accepting inputs from the City's bill review contractor as mentioned above). The system captures the claim number the payment is being charged against, the payee, service dates and payment amount. The system provides for the coding of payments so that payments for different kinds of services can be distinguished for tracking and future analysis.
- H. The system contains a provider file so that the service provider's payee name, address, and other pertinent information need not be entered in full each time a payment is made. This file also includes Federal Taxpayer Identification Number or social security number, City Business Tax Registration Number, and provider specialty information.

- I. In addition to allowing the input of one-time payments to injured workers, their legal representatives, widow/widower or dependent children, the LINX System provides the capability to set up repetitive payment cycles. Most workers' compensation court awards and temporary or vocational rehabilitation disability payments are made bi-weekly for timeframes ranging from a few weeks to several years. The LINX System will generate these recurrent payments automatically without intervention by City staff and will generate these payments for either a specified period of time or until a pre-set dollar amount is reached. The system also generates a warning when the last payment in a cycle has been issued so that notification can be given to recipients that they will receive no further payments.
- J. The LINX System has the capability to cancel payments made in error, move payments from one claim to another, as well as record payments made outside the system, refunds, and subrogation recoveries. All payment transactions are tied to an audit trail, which can be used in the production of IRS 1099 and FTB 599 documents.
- K. The LINX System provides a diary capability that allows claims adjusters and other staff members to enter notes or reminders for items specific to their individual cases for automatic retrieval by the system on a pre-specified date. The system also generates a series of diaries upon opening of a new claim to remind users of critical dates. The system also generates diaries to alert adjusters of claims where payments on a claim can potentially be rejected due to insufficient reserves set aside for the claim.
- L. Help menus are provided by the LINX System on screens where data fields require specific alphanumeric coding from look-up tables. These alphanumeric codes translate into body part descriptions, type of injury descriptions, source of injury descriptions, etc.
- M. The LINX System contains a permanent disability rating module that conforms with the State of California disability rating guidelines (pre-2005 only). The module uses existing claim information and tables contained in the LINX System to calculate disability rating without the need for duplicate data entry where possible.

4.5. LINX System Reports

The diversity of the City's workforce, the large number of affected City departments, the high volume of claims received annually, and the high cost of claims management requires that the LINX System have extensive management reporting capabilities. The City's current system provides for the generation of simple and semi-complex reports without the need for professional programming personnel.

Along with the ad-hoc reporting capability, the LINX System also provides more than 30 pre-defined reports on request. These reports include Open/Closed Claims Summaries, Payments Made to Vendors, 1099 Detail Report, Summary of Benefit by Client, etc. These reports can be requested by any employee with the appropriate level of security clearance, but are normally limited to management personnel due to the high amount of CPU capacity required to run these reports during production hours.

Finally, the LINX System produces daily, monthly and quarterly reports from its nightly batch process. Batch reports are produced for each of the three libraries that separate the City's claims into civilian claims, sworn police claims and sworn fire claims. The system automatically routes these batch reports to the appropriate out-queue based on whether the report is a daily, monthly or quarterly report and depending on which library that data is being taken from.

4.6. LINX System Application Architecture

The LINX System is a highly automated claims administration system for workers' compensation administration. The existing system handles the unique claims processing needs of all agencies of the City with the exception of the Department of Water and Power. The system also manages the following advanced automated functions to assist City personnel in managing workers' compensation claims:

- Automated State Department of Workers' Compensation (DWC 5020) forms.
- Automated permanent disability (PD) rating module (pre-2005 only).
- Vocational rehabilitation tracking module.

Proposers are expected to perform a straightforward migration of the existing system application to a new host environment. The system operates on an IBM AS/400 computer platform using RPG in its native form as the programming language. The existing contractor has supplied the following information on the equipment located in the operation center in support of the LINX System:

- A. The AS/400 host platform is an IBM Model 270.
- B. The existing system disk storage complement is approximately 80 gigabytes of RAID protected disk storage, which is used for system applications, development, testing and system mirroring.
- C. The current systems contractor has in place thirteen (13) 6617 disk drives, each with a capacity of 8.5 gigabytes.
- D. The LINX System uses, on average, approximately 40% of the systems capacity; during peak hours this usage can climb to approximately 60% of the system capacity.

- E. The LINX System application files require approximately two (2) gigabytes of system memory.
- F. The current contractor uses an 8 mm tape cartridge unit, IBM Model 7208-342, with 20 gigabytes of storage for system backup.
- G. The system has in place four (4) 232/V.24 adapters. One V.24 adapter is used for dialup communications for the City's bill review contractor.
- H. The LINX System application currently consists of approximately 722 program and display files and 275 data files.
- I. The current system response is rated at less than two seconds during peak usage hours.

The existing AS/400 platform is located at the current contractor's data center, located in Irvine, California. The AS/400 Model 270 is a dedicated platform used in the operation, development and testing of the City's workers' compensation system application. Proposers should specify their proposed system configuration, giving special attention to whether they intend to provide a data center and its location and the proposed platform and operating system that will be used in supporting the City's requirements.

4.7. LINX System Support

The current contractor supports the LINX System by providing a full data service center which, except for batch processing time, is available 24 hours a day during weekdays and approximately twenty hours a day during weekends and holidays. The following services are provided by the current contractor as part of the support of the LINX System:

- A. Automatic system monitoring and trouble shooting by staff available to take corrective action 24 hours a day and 20 hours a day on weekends and holidays.
- B. Provision of contract agreements for the maintenance of hardware equipment and coordination support for problems involving system communication failures.
- C. Staffing complement available to assist in the coordination of system upgrades and modifications with expertise in configuration planning.
- D. Staffing complement available to assist in the installation of new hardware and relocation of existing hardware as changes become necessary.

- E. Staffing complement available to install, manage and provide instruction on the use of new system software, ranging from the AS/400 platform and extending to desktop, client/server and Internet applications.
- F. Provision of a technical help desk available during business hours to coordinate and assist users of the LINX System with hardware, software and communication problems.
- G. Staffing complement available to monitor and assist in the execution of the daily, monthly and quarterly batch processes.
- H. Qualified and knowledgeable staff available and experienced in performing system recoveries.
- I. Support staff available on an on-going basis for the analysis, programming, and testing of system enhancements and modifications to the LINX System as requested by the City.

In support of the above functions, the current vendor has in place a group of staff that includes a Senior Technical Manager, Project Manager, AS/400 System/Application Programmer, AS/400 System Administrator, AS/400 Systems Operator, PC System Administrator, and Network Administrator. This group is further augmented by additional personnel on an as-needed basis. It is also the policy of the City to meet on a regular basis with one of the members of the contract vendor's management team to discuss perceived system problems and proposed modifications to the LINX System environment.

4.8. LINX System Migration and Transition Support

The current contract vendor has indicated they are willing to provide transition support, if required, and would charge a fee schedule based on the type of support personnel supplied and the length of time required. Any cost associated with transition support will be provided at City's expense.

4.9. LINX Replacement

The City may at its discretion replace the LINX System with another computerized claims management system. When and if this occurs, the Contractor is required to assist in the development and implementation of the new system to ensure a smooth transition.

4.10. LINX System Security

The City employs more than 100 staff members to manage civilian claims at its Civic Center location in Los Angeles. The City also contracts with a third-party administrator in Pasadena with approximately 101 employees to manage its sworn fire and police claims. Employees at each of these locations have various levels of inquiry and update authority to the LINX System. The City also has

LINX access in the City Controller's Office and locations of the City Attorney's Office. These locations require inquiry access only to the LINX System or its outputs.

The LINX System requires that each user have a user ID and a password to gain access to the AS/400 platform. The system further requires that each user be assigned an adjuster code and a user profile which determine their level of security within the LINX System. Except for the City's Information Technology staff, all users of the LINX System are limited to the LINX application and do not have access to the operational areas of the AS/400. The Workers' Compensation Division's Systems Group is the security officer for the LINX System and maintains the profiles and passwords of each user with access to the system.

If a data center is to be provided by the Contractor, the City will require that the center be secure from vandalism and unauthorized personnel, as well as have a functional smoke and fire detection system. The City will also require a cold site disaster backup plan for its data and application files, which can be made available for periodic audits upon request.

4.11. Hardware Support

The City has in place an existing hardware configuration provided by the current contractor, which includes both fixed function and personal computer hardware. Proposals must discuss a plan that would allow the City to maintain the existing configuration of desktop hardware in the Workers' Compensation Division on a one-for-one basis with hardware that is reflective of current industry standards for an office environment.

The current contractor also provides several printer devices, of which the most common is the Hewlett Packard 4050 TN laser printer. Proposals must discuss a plan that would allow the City to maintain the existing configuration of printers on a one-for-one basis that is reflective of current industry standards.

Please note that the City is in the midst of selecting a new TPA to manage its sworn workers' compensation claims. Upon execution of a new contract, the new TPA will be responsible for providing its own communications line, computers, printers and all software, with the exception of LINX. A new TPA will be in place prior to the expiration of QLD's contract. Therefore, the successful proposer will only be required to provide the TPA with LINX access and technical support for the system.

The computer platform used to run the LINX application must be capable of storing on-line in excess of approximately 260,000 claims, with approximately 8,600 new claims being added each year. The computer platform must be capable of transmitting and receiving data using FTP. In addition, the system must be capable of maintaining a permanent payroll of approximately 1,000

injured workers and providing data files for issuing 100,000 benefit checks per year and providing batch processing of daily, monthly and quarterly reports. The City also requires that ad hoc reporting capabilities be provided.

A listing of contractor-supplied hardware currently leased for the City in support of the LINX System (see Appendix 1) and a configuration diagram (see Appendix 2) is provided for your reference. This hardware list does not include contractor-supplied emergency power units and contractor-supplied PC software. Proposers should use this configuration as an indicator of the scope of the contract resulting from this RFP. Proposers should also address how they plan to provide the necessary staff support that will be required to support all computer hardware, whether the hardware is obtained by the City or provided by the Contractor.

The devices located at the Temple Street address (Workers' Compensation Division) and the Bradley Street address (TPA's office) are serviced by a frame relay operating at 256kbps. Devices in City Hall East communicate to the LINX server through the City network and a vendor-provided frame relay connection. All personal computers listed in the hardware configuration contain vendor-supplied Client Access to provide 5250 emulation or NewLook software to access the LINX System. In addition, all computers located at the City's Workers' Compensation Division have access to a 32-bit Novell GroupWise e-mail system supplied by the City, as well as Internet access capability provided by the City. Except where noted, all equipment is provided by the current contractor and is covered by a replace-as-needed or an on-site maintenance agreement. Proposals should include a solution that would allow the City to replace this equipment (except for those located in the TPA's office) on a one-for-one basis with equipment that is reflective of current industry standards for an office environment.

Wiring in all City locations is installed by City forces except where desktop equipment is located in the near proximity of communication equipment and where internal building wiring is not required. In situations where only proximity wiring is required, it will be the responsibility of the Contractor to provide necessary wiring according to current City specifications.

Because of the fluctuating nature of City staff, the City may require additional equipment to that listed above and in some cases may find it necessary to cut staffing requirements, causing a reduction of equipment requirements. It is therefore required that proposals include not only a plan for the addition or reduction in hardware, but also a plan that addresses the need to upgrade equipment as a result of major changes in computer technology during the term of the contract that will result from this RFP process.

The current contract requires that the contractor supply and support the City's recommended core PC software and operating system. Under this RFP, the City

will require that each proposer include in their proposal the cost of licensing copies of Microsoft Office Suite 2007, which at minimum must include Word, Excel, PowerPoint and Access, running under the Windows most current and reliable operating system.

4.12. User Manuals and Training

The City is also seeking a vendor to create manuals and conduct training on using the LINX System. Proposers must include a separate cost for this component of the RFP.

Vendor will provide a user manual to all City staff on using the LINX System, which will include supplements containing any enhancements made to the system. The manual will detail step-by-step instructions on using the LINX System from basic user information to more advanced applications, such as, printing reports and claims information. Vendor will also provide on-site training classes. One training class will be conducted specifically for claims staff and a second separate class specifically for City's Systems staff.

Vendor will provide a System Administrator Manual, which will contain specific instructions for the LINX System. This will include security setup and user profile setup. The Systems Administrator Manual will also detail step-by-step instructions for various system administrator tasks, which may include security setup and user profile setup for setting up user information in the LINX System. The main objective is to centralize control for security purposes. Vendor will also provide on-site training to the City's Systems staff on items detailed on the Systems Administration Manual.

Vendor will also provide a manual containing systems specification, command and operation instructions on the LINX System. This will detail basic and advanced technical support information to allow City staff to be trained to perform technical support functions for the LINX System. The vendor will also provide training to City's Systems staff on the information contained in this manual.

4.13. Project Cost

Each proposal must include a fixed monthly cost for the provision and maintenance of the communications network, hardware, and software. A separate cost must be listed for the provision of manuals and training as discussed in Section **4.12. User Manuals and Training**. The cost for training classes may be stated at either a fixed hourly rate or on a per class basis. PC lease costs must also include costs for monitors, adaptor cards, and printers. Any potential changes in the cost, such as those resulting from the addition/reduction of hardware/software or the need to upgrade equipment must also be identified. During the term of the contract, the City may request customized modifications or enhancements to the LINX System, which will require direct programming support. Proposers should indicate a proposed fee

structure for extra services or support which are not covered under its fixed monthly fee. Each proposal should also outline assistance for LINX replacement, including hourly fees as well as transitioning of files from the LINX System to the new system.

4.14. Assigned Personnel

Proposer must provide the names of key personnel, whom the proposer employs or hires through subcontract, to perform the requested services. For each person listed, the following information should be provided:

- A) Description of the work he or she will perform.
- B) Amount of time he or she will be assigned to work on the project.
- C) Academic achievements, including all college undergraduate and graduate education.
- D) Relevant work experience in years and level of responsibility.

The City reserves the right to approve/accept key personnel. Proposer must notify the City if personnel cannot continue on a project. City must approve replacement personnel.

4.15. Optional Materials/ Services

Proposers are encouraged to offer materials and/or services, directly related to the specifications within this RFP but not included in it, which will enhance the performance of City staff in the fulfillment of the goal(s) of this RFP. Optional materials/services should be clearly delineated as optional in the proposal and separate pricing/cost identified as appropriate. These options may be included in the resultant contract.

5. SPECIFIC TERMS AND CONDITIONS

5.1. Term

The term of this contract will be for a period of one year, subject to the availability of City-budgeted funds. If no appropriation is made, then this contract will terminate on the last day of the fiscal year for which there was an appropriation.

5.2. Option to Renew

The City reserves the right and option to renew the contract as follows:

For up to two (2) additional one-year periods.

5.3. Quantity (Estimated Quantity/Usage)

The quantities stated herein are only estimates of the City's requirements. The Contractor agrees to furnish more or less than the estimates in accordance with

actual needs as they occur throughout the contract period at the unit price(s) and service levels negotiated.

5.4. Payment Terms/Payment Schedules/Invoicing Instructions

The City will pay the Contractor a fixed monthly fee to be determined prior to award of contract. The City's payment terms are payment within thirty (30) calendar days. Payment may be sooner where cash discounts are offered for early payment. In no event will payment be made prior to the City's verifying and approving: 1) the services were received; 2) the work was approved and; 3) a full and complete invoice has been submitted. Contractor will prepare and submit invoices to the City setting forth the services performed for which payment is requested.

5.4.1. Completed Invoices

A full and complete invoice must include, but may not be limited to:

1. Contractor's name and remittance address as listed in the contract
2. Contractor's Business Tax Registration Number
3. Contract number assigned by the City
4. City staff representative's name and phone number
5. Delivery date (and time, if applicable)
6. Exact item description, order quantity, unit price, total price, etc. as listed on the contract.

All invoices will be submitted on Contractor's letterhead, contain Contractor's official logo, or other unique and identifying information such as the name and address of the Contractor. Invoices will be submitted within 30 days of service. Invoices are considered complete when appropriate documentation or services provide are signed off as satisfactory by Personnel Department's fiscal officer.

Invoices and supporting information will be prepared at the sole expense and responsibility of the Contractor. The City will not compensate the Contractor for costs incurred in invoice preparation. The City may request, in writing, changes to the content and format of the invoice and supporting information to substantiate costs at any time.

Failure to adhere to these policies may result in non-approval of invoices pursuant to Charter Section 262(a), which requires the Controller to inspect the quality, quantity, and condition of services, labor, materials, supplies, or equipment received by any City office or department, and approve invoices before they are drawn on the City Treasury.

5.4.2. Billing Address

The City is not liable for delays in payment caused by failure of the Contractor to send invoices to the address specified below:

City of Los Angeles Personnel Department
Workers' Compensation Division
700 E. Temple Street, Room 210
Los Angeles, CA 90012

Attn: Rose Nakanishi

5.5. Resources Supplied by City

The successful proposer must supply resource items that are not specifically listed in this RFP.

5.6. Statutory Requirements

Attached to this RFP as Appendix 4 are the City of Los Angeles Requirements and Checklist. Please review this information carefully. Compliance with these requirements and submission of necessary forms is mandatory at the time of submission of a proposal, prior to award of contract, or both. These requirements will be discussed in detail at the pre-proposal conference. Failure to comply with the requirements will render proposals non-responsive and eliminate them from consideration.

5.7. Governing Law

All matters relating to the formation, validity, construction, interpretation, performance and enforcement of the RFP and the resultant agreement/contract, must comply with all applicable laws of the United States of America, the State of California and the City.

5.8. California State Sales Tax

Do not include California State sales tax in prices quoted unless otherwise requested. If requested, sales tax must be identified as being included in the pricing.

5.9. California State Board of Equalization Permit

Proposer must enter the company's State of California Board of Equalization permit number on the proposal form. If the company does not have this permit, the proposer must sign the proposal form declaring that the company has no California sales tax permit.

5.10. Federal Excise Taxes

The City of Los Angeles is exempt from the payment of excise taxes imposed by the Federal Government. Such taxes must not be included in the proposed prices. Federal excise exemption certificates will be furnished by the Department of General Services upon request.

6. CONTRACT ATTACHMENTS

Appendix 1: QLD Provided Workstation Equipment for LINX Connection

Appendix 2: Current Network Configuration Diagram

Appendix 3: Current System Configuration

Appendix 4: City of Los Angeles Requirements and Checklist

7. EVALUATION CRITERIA

All proposals will be initially reviewed to determine if they are responsive to all of the City's statutory requirements. Those proposals deemed non-responsive may be eliminated from consideration.

Those proposals deemed responsive will be evaluated by a committee consisting of management level staff of the Personnel Department. Approval of the final selection(s) will be made by the General Manager of the Personnel Department.

7.1. Evaluation Factors

Evaluation of submitted proposals will be based on the following factors and the points available for each factor.

Evaluation Factors	Maximum Points
Interpretation of project objectives and description of services provided.	20
Professional qualifications, specialized experience and technical competence of the project team.	20
Past performance and experience on other projects/contracts of similar size and scope.	20
Relevant documentation, such as manuals, forms and work procedures submitted with the proposal	20
Cost – Best overall value to the City	20
Total	100

The City reserves the right to use such other criteria as may be deemed appropriate in evaluating proposals, even if such criteria are not mentioned in the RFP. Proposers submitting the highest-rated written responses may be called for an oral interview to further assess their qualifications.

8. REQUEST FOR PROPOSAL (RFP) SCHEDULE

This schedule indicates estimated dates for the RFP process. The City reserves the right to adjust this schedule when appropriate.

Date	Event
9/4/07	Release RFP to potential proposers
9/19/07	Deadline for receiving written questions for pre-proposal conference
9/26/07	Pre-proposal conference
10/15/07	Issue addendum in response to pre-proposal conference, if applicable
10/31/07	RFP RESPONSES DUE
ASAP	Begin RFP evaluations
ASAP	Negotiate with apparent successful proposer
ASAP	Execute contract

9. PROPOSER BACKGROUND INFORMATION

Proposer's Contact Name:
Contact Title:
Mailing Address:
Location of Business (if different from mailing address):
Telephone Number:
Pager Number:
24-Hour Tel. Number:
Fax Number:
E-mail Address:
Remittance Address (if different from mailing address):

10. PROPOSER REFERENCES

10.1. Customer and Bank references

The proposer must submit a minimum of three non-proposer owned customer references and a minimum number of one banking reference whose banking services have been provided for or used by the proposer within the last three (3) years. Materials and/or services provided to these customers must be of comparable size to the City's requirements within this proposal.

Include the following for each reference:

CUSTOMER REFERENCES	BANK REFERENCES
Company Name:	Company Name:
Name of Contact:	Name of Contact:
Title of Contact:	Title of Contact:
Telephone Number:	Telephone Number:
Dates and Types of Services Provided:	Dates of Banking Services Used:

The City may, at its option, contact other known proposer's customers for references.

10.2. Past Failure to Complete Work Awarded

If the proposer has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the proposer's non-performance or poor performance and the issue was either not litigated; or litigated and such litigation determined the proposer to be in default. Submit full details of all termination for default experienced by the proposer during the past five years including the other party's name, address and telephone number. Present the proposer's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the proposer's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the proposer.

If the proposer has experienced no termination for default in the past five years, so indicate.

10.3. Business Organization

Proposer must provide an overview of the entity submitting this RFP including the following information.

1. Date entity was established and location of entity when established
2. Location of headquarters
3. Total number of employees

4. Total number of employees in the City of Los Angeles and Southern California
5. Annual revenues
6. Organization chart indicating the positions and names of the core management team which will undertake this project
7. Resumes for all core team members
8. Brief history and description of entity

10.4. Proposed Subcontractor Information

If applicable to proposal, the following information must be provided for each proposed subcontractor. Attach and submit this information with this proposal. If subcontractors will not be utilized, so indicate.

1. Subcontractor's name, mailing address, phone number
2. Subcontractor's contact name, title, phone number
3. Subcontractor's registration # and/or license #, if applicable
4. Description of work to be subcontracted
5. Reason(s) for subcontracting
6. Percentage of total contract to be subcontracted and dollar amount
7. If subcontractor is a MBE, WBE or OBE

11. PROPOSER SIGNATURE DECLARATION PAGE

The undersigned hereby offers and agrees to furnish the goods and/or routine services in compliance with all the service level requirements, instructions, specifications, and any amendments contained in this RFP document and any written exceptions in the offer accepted by the City.

This proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham proposal, 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.

Each proposal must be signed on behalf of the proposer by an officer authorized to bind the proposer to the proposal.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and I agree to the terms and conditions in this proposal.

Company Name _____
Printed Name of Authorized Person _____
Signature of Authorized Person _____
Title _____
Address _____
City, State, Zip Code _____
Date _____

The proposer hereby acknowledges receipt of and agrees this submittal is based on the RFP and the following addenda. Failure to indicate receipt of addenda may result in the proposal being rejected as non-responsive. To constitute a responsive proposal you must return all pages of the proposal forms.

ADDENDUM #: _____ DATED: _____ ADDENDUM #: _____ DATED: _____
ADDENDUM #: _____ DATED: _____ ADDENDUM #: _____ DATED: _____

(If additional addenda are issued, attach a complete listing when submitting this proposal.)

NO PROPOSAL

If not submitting a proposal please state reason and return this sheet to the Personnel Department.

APPENDIX 1:

QLD PROVIDED WORKSTATION EQUIPMENT FOR LINX CONNECTION

QLD Information Systems provided Workstation Equipment for LINX connection - as of 5/1/07

700 E. Temple Street, Los Angeles, CA (PERSONNEL BLDG.) 2nd Floor-Room 210, (City Workers' Compensation Division)				
Quantity	Device	Type	Manufacturer	Comments
120	3ghz PC	E-2400D	Gateway	Adjusters/Managers
1	2.26ghz	GX270T	Dell	Image PC
1	Printer	6400	IBM	
1	Printer	4230	IBM	
3	Printer	4050TN	Hewlett Packard	
1	Controller	5494	IBM	
1	Client/Server	9402/40s	IBM	Support for City Atty's & faxing
1	Router	2600	Cisco	
3	Modems	Asynch	Various	Router support, faxing

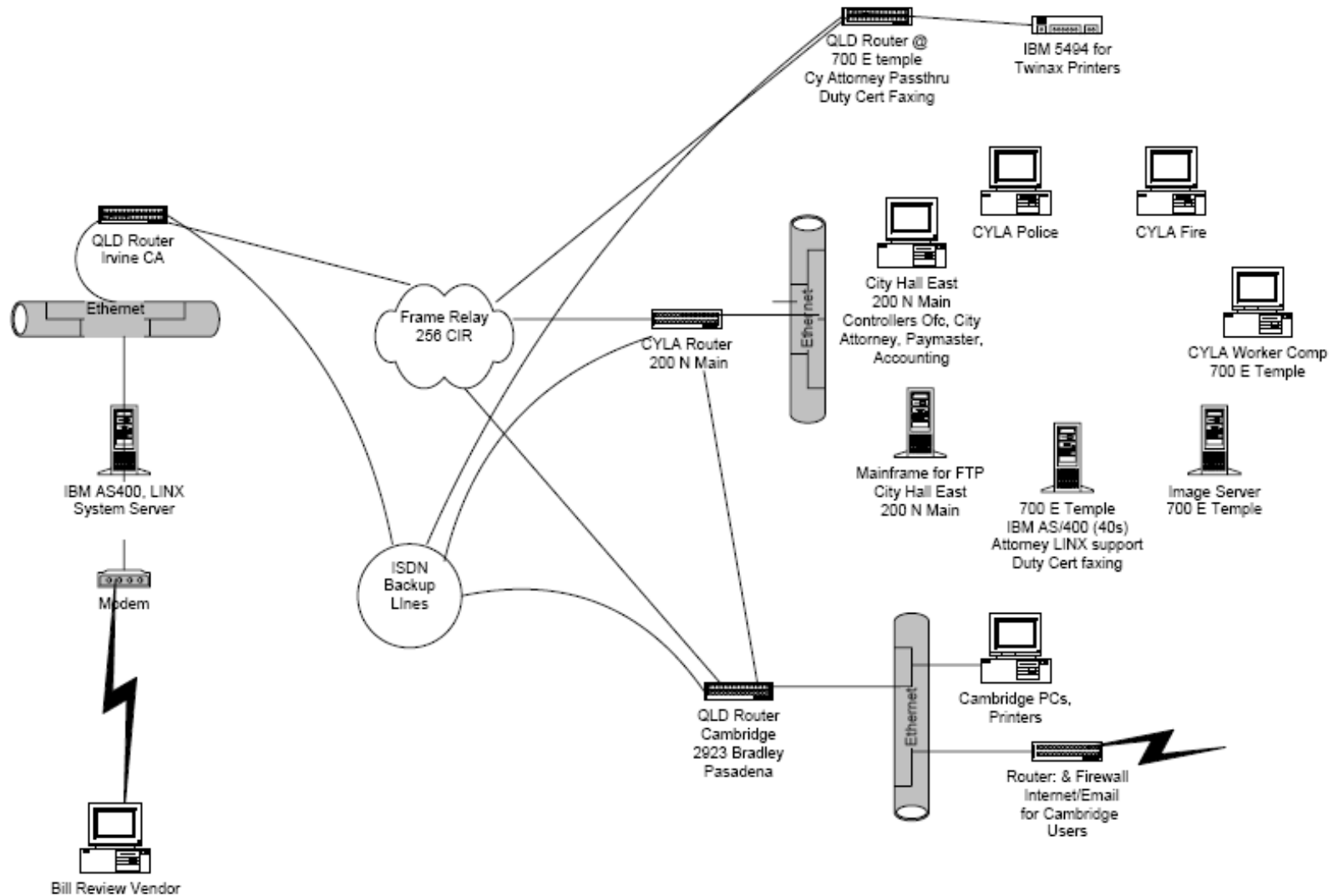
200 N. Main Street, Los Angeles, CA (City Hall East) 4th Floor (City Controller's Office)				
Quantity	Device	Type	Manufacturer	Comments
1	Printer	4050TN	Hewlett Packard	User: Controller's Office
9th Floor (City Attorney's Office)				
Quantity	Device	Type	Manufacturer	Comments
2	Printer	4050TN	Hewlett Packard	Users: Attorney, L Brudzinski

2923 Bradley Street, Pasadena, CA (Cambridge, Inc.) 2nd Floor, (Fire and Police Departments Third-Party Administrator)				
Quantity	Device	Type	Manufacturer	Comments
104	3ghz	E-2500D	Gateway	Adjusters/Managers
9	Printer	4050TN	Hewlett Packard	
1	Printer	6400	IBM	
1	Router	2600	Cisco	
10	Switches/Hubs	10/100mbps	Various	
1	Modem	Asynch	Hayes	Router support
1	Firewall	Pro2040	Sonic Wall	Internet support

APPENDIX 2:

CURRENT NETWORK CONFIGURATION DIAGRAM

QLD Information Systems-City of LA
Workers' Comp Division Network



APPENDIX 3:

CURRENT SYSTEM CONFIGURATION

System Configuration

E-2500D SB

Part Number: 1008514

Operating System: Microsoft® Windows® XP Professional Edition (SP2)

Operating System Software Backup Media: Microsoft® Windows® XP Professional (SP2) Backup CD

Drivers Backup Media: E-2500 Drivers and Application Backup Media

Application Software: Microsoft® Office Basic Edition 2003 (Includes Word, Excel and Outlook)

AntiVirus Software: Norton Internet Security 90 day introductory offer

Manageability Software: Gateway System Manager

Processor: Intel® Pentium® 4 Processor 630 with HT Technology (3GHz, 800MHz FSB, 2MB L2 cache)

Chipset: Intel® 915GV

Memory: 1GB DDR2 Dual Channel 533MHz SDRAM (2-DIMM)

Controller Card: Integrated Ultra ATA100 and Serial ATA II/300 controllers

Hard Drive: 80GB Serial ATA150 7200rpm hard drive w/ 2MB cache

Floppy Drive: 3.5" 1.44MB diskette drive

Optical Drive: 48x/32x/48x CD-RW

Case: 6-bay micro-BTX mid-tower case w/ front audio ports and 305-watt power supply

Expansion Slots: 2 PCI Slots, 1 PCI-E x 1

External Ports: (6) USB 2.0 ports (2 front, 4 rear), (1) Serial, (1) Parallel, (2) PS/2, (1) RJ-45 integrated LAN, (1) VGA, (1) audio in/out, (1) microphone, front headphone ports

Certification: Energy Star Compliant

Monitor: FPD1975 19" Black Performance LCD Flat Panel Display (Includes height-adjustable stand)

Recycling Fee: California Electronic Waste Recycling Fee (15" to «35" display)

Video: Integrated Intel® Graphics Media Accelerator 900 with up to 128MB shared memory

Keyboard: Gateway 104+ Keyboard (PS/2)

Mouse: Gateway 2-Button USB Optical Wheel Mouse and mouse pad

Sound System: Integrated Sound Blaster compatible audio

Speakers: External speakers not selected

Network Adapter: Integrated Marvell 10/100/1000 Twisted Pair Ethernet

Extended Service Plan Including Limited Warranty: Desktop Total Protection Plan -- 3 year part/labor/NBD on-site/3 year technical support w/ 3 year GPA

Keep Your Hard Drive Program: 3 Yr. Keep Your Hard Drive plan

Additional Software: Adobe® Acrobat Reader® 6.0, McAfee AntiSpyware 30 day introductory offer and Google Toolbar

Standard Training: Microsoft® Office Learn with Gateway

NSP: (Case # 113333) Warehousing of (100) Gateway units for 30 days - \$7.00/per system per month

APPENDIX 4:

CITY OF LOS ANGELES REQUIREMENTS AND CHECKLIST