



**REQUEST FOR PROPOSAL (RFP)  
FOR  
INVESTIGATIVE SERVICES  
RFP NO. 4236**

<b>Release Date:</b>	<b>Tuesday, April 20, 2021</b>	
<b>Proposal Due Date:</b>	<b>Friday, May 28, 2021 3:00 P.M. PST</b>  <b>Electronic</b> ( <a href="#">link here</a> ) or <b>Mail</b> LACERS 202 W. First St., Suite 500 Los Angeles, CA 90012-4401	<b>RFP Administrator:</b>  <b>Julie Guan</b> Los Angeles City Employees' Retirement System E-mail: <a href="mailto:julie.guan@lacers.org">julie.guan@lacers.org</a> Phone: (213) 855-7372 Fax: (213) 473-7297
<b>All questions must be submitted in writing no later than:</b>	<b>Friday, May 7, 2021, 3:00 P.M. PST</b>  Submit questions to the RFP Administrator. Any questions and all answers will be posted on the LACERS website: <a href="https://www.lacers.org/rfps-contracting-opportunities">https://www.lacers.org/rfps-contracting-opportunities</a>	
<b>Official RFP Notices/Addendums:</b>	To ensure that no firm is provided an advantage over another, all requirements are specified in this RFP. Any changes to the requirements will be posted as an addendum to the RFP on the LACERS website: <a href="https://www.lacers.org/rfps-contracting-opportunities">https://www.lacers.org/rfps-contracting-opportunities</a> . Proposers are solely responsible for monitoring this website and adhering to RFP addendums.	
<b>Prohibited Communications:</b>	From the RFP release date until a contract for these services is fully executed, firms are prohibited from communicating with Board members or staff, other than the RFP Administrator, concerning this RFP or the resulting contract. Any communications could be considered attempts to lobby or market services, and is therefore prohibited by LACERS' Marketing Cessation Policy. Firms will be disqualified from contract consideration if the prohibition is not honored.	

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## I. INTRODUCTION

The Los Angeles City Employees' Retirement System ("LACERS" or the "Plan") is a department of the City of Los Angeles, California, established in 1937 under Article XI of the City Charter. LACERS is under the exclusive management and control of the Board of Administration (the "Board"), which has sole authority for the administration of benefits and investment of the assets of the fund. The Board administers a defined benefit retirement plan and post-employment healthcare plan for approximately 55,000 members, comprised of approximately 27,000 active employees, 8,000 inactive employees, and 20,000 retired Members and beneficiaries of the City of Los Angeles.

The specifications and descriptions contained in this Request for Proposal (RFP) are intended to provide prospective proposers with sufficient information to enable them to understand the requirements of LACERS and to submit a proposal based on the information provided. Issuance of this RFP does not commit LACERS to procure or contract for any services contained in any proposal submitted.

LACERS reserves the right to withdraw this RFP at any time without prior notice and the right to reject any and all responses to this RFP. The rejection of any or all proposals shall not render LACERS liable for costs or damages.

LACERS reserves the right to award a contract or contracts in whatever configuration best meets its needs, at its sole discretion. These configurations include, for example, awarding the contract to a single firm, multiple firms, or not to award a contract at all. If a proposer submits alternatives and/or substitutions to the terms and conditions, LACERS reserves the right to determine if the alternatives/substitutions are acceptable.

Any contract awarded shall be for a term of three years. Should an extension be desired at the end of the three-year period, approval by the LACERS Board of Administration is required.

## II. MINIMUM QUALIFICATIONS

Firms must clearly demonstrate achievement of the minimum qualifications for their proposals to be considered.

- The firm, or its parent company, must have been in business for at least five years, providing investigative services similar to services requested in this RFP.
- The firm must have investigators throughout the United States as well as in other countries including, but not limited to, Mexico, Canada, Philippines, Thailand, Japan, Vietnam, Israel, El Salvador, and England.
- The respondent must answer all questions included in this RFP in their entirety, as well as complete responses to the Questionnaire.

### III. SCOPE OF SERVICES

**Proposers are asked to specify their ability to provide the following services listed below.** If a proposer cannot provide any of the following services, the proposer must so indicate in their response to this RFP.

#### A. REQUIRED SERVICES

1. Conduct Alive and Well checks on retirees, surviving spouses, and other beneficiaries over the age of 85 (or other age group as determined by LACERS) within and outside of the United States. This may include, but is not limited to:
  - a) Member location searches;
  - b) Notification letter to inform retiree/beneficiary of the Alive and Well check;
  - c) Scheduling a meeting with the LACERS member/beneficiary prior to visit, when possible;
  - d) Obtaining documentation, as required by LACERS, which may include retirement documentation, retiree/beneficiary's Social Security Number, current government-issued photo ID, current photo, contact information, and legal authority documents such as Power of Attorneys;
  - e) The completion of questionnaires/forms as provided by LACERS;
  - f) Investigator's written report detailing the interview and investigation, including a professional opinion of the retiree/beneficiary's identity and status (i.e. "Alive and Well" or "deceased" or "suspected abuse").
2. Follow-up to Alive and Well audits, as LACERS deems necessary.
3. Conduct Alive and Well check of retirees/beneficiaries with outstanding checks.
4. Fraud investigations
5. Sub Rosa surveillance investigations
6. Social Media Searches, reverse image searches and/or other related services

### IV. CONTENT OF RESPONSE

Response to the information requested below is required to be considered responsive to the RFP. Proposers are encouraged to submit a practical and sustainable proposal. The proposal is requested in the following order, to be tabbed accordingly:

#### A. INTRODUCTION

- A. **Title Page** - The title page must clearly state "Proposal for Investigative Services" along with firm's name, address, and contact information.
- B. **Table of Contents**
- C. **Cover Letter**

1. The cover letter shall have the following statement:  
“This proposal is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not named therein; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham bid, or any other person, firm or corporation to refrain from submitting a proposal, and the proposer has not in any manner sought by collusion to secure for themselves an advantage over any other proposer.”
2. The legal business name, address, telephone number, website URL, and business status (Individual, limited liability partnership, corporation, etc.) of the firm.
3. The person or persons authorized to represent the proposer in negotiations with LACERS with respect to the RFP and any subsequently awarded contract. Provide the representative’s name, title, address, telephone number, e-mail address and any limitation of authority for the person named.
4. If the firm is proposing any alternatives/conditions to requirements detailed within the RFP, an explanation of the alternatives offered/conditions placed shall be detailed within this cover. LACERS reserves to right to reject proposals where the alternative/conditions are not acceptable.
5. The cover letter is to be signed by a person or persons authorized to bind the proposer to all provisions of the RFP, any subsequent changes to the RFP, and to the contract if an award is made (If the respondent is a partnership, the response must be signed by a general partner in the name of the partnership. If the respondent is a corporation, the response must be signed on behalf of the corporation by two authorized officers [a Chairman of the Board, President or Vice-President, and a Secretary, Treasurer or Chief Financial Officer] or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation).

## **B. QUALIFICATIONS AND EXPERIENCE**

Answer each question contained in this Questionnaire. Each question of the RFP shall be repeated in its entirety before the answers. Proposer must respond to each question contained in the questionnaire. If a question does not apply to proposer, please write in “not applicable” and state the reasons why the question does not apply.

### **A. GENERAL QUESTIONS ABOUT THE FIRM**

1. Indicate your legal business name, address, telephone number, and legal entity type (individual, limited liability partnership, corporation, etc.).
2. Indicate the person(s) authorized to represent the proposer in negotiations with LACERS with respect to the RFP and subsequently awarded contract, including contact names, titles, addresses, telephone and fax numbers and e-mail addresses.
3. Provide a brief history of the firm, the year the firm was founded, and all business names used.

4. List all the major services provided by your firm.
5. How long has your firm been providing investigative services and who are your primary clients?
6. Indicate the location of your headquarters and subsidiaries, if any.
7. Indicate the number of personnel (full-time, part-time, and seasonal) at each firm location.
8. Provide an organizational chart of parent/subsidiary relationships.
9. Describe any significant developments in your firm over the past two years, including, but not limited to, changes in ownership, staff reorganizations, or changes in business focus.
10. Do you anticipate any changes in ownership or business focus in the next three years?
11. Provide an organizational chart of the management team of the firm.
12. What do you consider to be your firm's specialties, strengths, and limitations?
13. Describe the services of your firm that distinguish your firm from your competitors. Briefly explain why your firm is the most qualified for this engagement.
14. For how many organizations does your firm provide investigative services?
15. How many of the organizations referenced above are public employee retirement systems?
16. How many investigative services accounts have been added in the last five years?
17. How many investigative services accounts were lost in the last five years? What was the reason(s) for each account lost?
18. Describe your plans for managing the future growth of your firm in terms of the total number of accounts that will be accepted, plans for additions to professional staff, and approximate timing in relation to anticipated growth in the number of accounts.
19. Please indicate your experience with major disruption(s) of your business and how they impacted your clients. Please provide a copy of your Business Continuity Plan (BCP). If you do not have a formal BCP, indicate what contingencies your firm has made to address potential disruptions to client services in the event of a natural or man-made disaster, or pandemic.
20. Describe any efforts you have to outreach to government-certified minority- owned, woman-owned, or other- business enterprises.
21. Provide a copy of your firm's most recent annual report/financial statement.

**B. QUESTIONS ABOUT YOUR PROPOSAL**

1. Describe in narrative form, your company's approach or method in accomplishing the scope of services described in Section III of this RFP. Explain why your organization is a match for LACERS' particular circumstances, and the reasons your firm should be selected over your competitors.
2. Would you utilize in-house personnel or contract personnel to perform

investigations?

3. Provide, as an addendum, samples of your firm's investigative reports.
4. How do you anticipate your company coordinating with LACERS staff? Identify the extent and level of any support services you anticipate needing from LACERS and/or the City of Los Angeles in the performance of any contract resulting from this RFP. Are you available for telephone consultations with LACERS regarding any of the services to be provided?
5. What challenges do you anticipate in the process of investigating the types of situations outlined in the scope of work in Section III of this RFP?
6. Provide a biography/resume for the primary individual(s) who will be responsible for this account. Include their qualifications and experience related to the proposed scope of work, length of service with the firm, certifications or accreditations, current account responsibilities, and contact information.
7. Are there any services which you will not be providing to LACERS, which were required by this RFP?
8. Has your company ever been utilized to or outsourced to perform a complete Alive and Well review? If yes, what services did you perform, what was your timeline, what information did you require from the employer?
9. a) Provide a list of clients in the last five years. Include scope of work, dates of contract, contract amount, contact person, and telephone number.  
b) Provide a list of all other current clients with whom you are providing services. Include name of client, contact person, address, and telephone number.
10. Provide links to your firm's social media presence (i.e. Facebook, Twitter, Instagram, etc.) and or samples of social media support you have provided to previous or current clients, if applicable.
11. Are ownership changes planned or anticipated at this time?

**C. QUESTIONS CONCERNING YOUR STATEMENT OF QUALIFICATIONS**

1. Is your firm requesting any alternatives and/or substitutions to the LACERS standard RFP and contracting provisions? See General Conditions (Appendix A) and the Standard Provisions for City Contracts (Appendix B). LACERS reserves the right to determine if the alternatives/substitutions are acceptable.
2. Does your firm have a sexual harassment policy? Please describe the policy and summarize any pending or anticipated litigation against the firm, its employees, or partners, involving allegations of sexual harassment or sexual misconduct (Attachment 7).
3. Is your firm certified by a governmental entity as a Women-Owned Business, Minority-Owned Business, or Other Business Entity? If yes, please attach a copy of your certification.

4. Describe the turnover in key professional personnel in the last five years. Do you anticipate that any of the team members proposed to work with LACERS will leave the firm in the next five years?
5. Disclose the nature of any past, present, or pending relationship with any LACERS Board Member, consultant, or staff. How have you reviewed this potential engagement for conflict of interest? Were there any conflicts, potential conflicts, or other issues that could raise a reasonable appearance of a conflict of interest?

### C. PROPOSED FEE SCHEDULE

Proposers must provide fixed prices, including out-of-pocket expenses, for all costs associated with the scope of work identified in the proposal.

1. List your fees for the scope of work as described in Section III of this RFP. Itemize your fees for each item listed. Cite any differences between hourly rates and flat rates for desired services, describing when different rates would apply. Include per diem, mileage, and transportation costs where applicable.
2. Provide an hourly rate or fee structure for other miscellaneous investigative tasks not listed, which, in your experience, may be deemed necessary.
3. If you are available for telephone consultations with LACERS regarding any of the services to be provided, is there a fee for this service? If so, please state the fee amount or structure.
4. If your firm's standard fee structure – or any part of it – is different than above, or if there are costs not reflected in the questions above, please state those here, citing specific dollar amounts along with the services provided.

## V. PROPOSAL SUBMISSION & EVALUATION

### A. PROPOSAL SUBMISSION INSTRUCTIONS

1. Deadline for submission and the location for submission are located on the cover sheet of this RFP. There are two methods for submitting your proposal: either by mail or email. **Electronic submissions are preferred.**
2. **Electronic Submissions** – The complete proposal package shall be clearly labeled with the name of the firm, and "Proposal for Investigative Services."
  - a. If you elect to submit your proposal package electronically, please provide one copy of your entire proposal in PDF format, inclusive of any work samples, exhibits, and other required forms, with file naming format: "LACERS 2021 INVESTIGATIVE SERVICES RFP." Submit your proposal through this upload portal: <https://lacers.app.box.com/f/413ef76aaf53417aa300d44d338bb9c6>

3. **Mail Submissions** – The complete proposal package shall be placed in a sealed package clearly labeled with the name of the firm, and “Proposal for Investigative Services RFP” and the copy number (i.e. “Original,” “Copy 1 of 3,” “Copy 2 of 3,” or “Copy 3 of 3”).
  - a. Please provide one (1) spiral-bound original and three (3) hard copies.
4. **If your proposal contains any trade secrets or other proprietary, confidential information that the proposer claims is exempt from disclosure under the California Public Records Act, then you must submit separately one (1) redacted copy of the proposal in addition to the original version.**

Note: Proposers selected to make presentations to the Board/Committee may be required to submit 10 additional hard copies of their responses.

5. Candidates who mail their proposals should allow adequate mail delivery time to ensure timely receipt of the proposals. Late proposals will not be considered for review. LACERS reserves the right to determine the timelines of all proposals submitted. At the day and time appointed, all timely submitted proposals will be opened and the name of the Proposers announced. No other information about the proposals will be made public until such time as a recommendation concerning proposals is made to the Board.
6. Please direct comments and questions to the RFP Administrator indicated on the cover page of this RFP. All contact regarding this RFP or any matter relating thereto must be in writing and may be e-mailed, mailed, or faxed to the administrator listed on the cover page.
7. If no more than one submission is received in response to this solicitation, LACERS reserves the right to classify this procurement a failed competition and either re-compete the procurement or enter into a sole source agreement with the sole respondent.
8. LACERS reserves the right to select more than one party to provide these services.

## **B. EVALUATION OF PROPOSALS**

The selected proposer must successfully pass all the following levels of review:

1. **Level I – Administrative Responsiveness**

LACERS will conduct a preliminary evaluation of all proposals submitted by the deadline to determine compliance with proposal requirements and mandatory document submissions. Firm’s proposal must demonstrate its responsiveness to the administrative requirements outlined in the RFP. Firm’s ability to adhere to LACERS’

standard contract provisions will also be considered (see General Conditions (Appendix A) and the Standard Provisions for City Contracts (Appendix B)).

**2. Level II – Review of Qualifications, Experience, and References**

Proposer must demonstrate it meets the minimum qualifications; must demonstrate a positive record as a responsible contractor; and must have the resources and experience to perform the required services.

**3. Level III – Proposed Services and Compensation (“Proposal”)**

Firm’s proposed plan of services, and fees for providing the required services are evaluated and ranked by the evaluation panel. Interviews may also be conducted by panel.

**4. Level IV – Final Approval by the Board**

The proposer that demonstrates to be the most qualified to provide the required services at the best overall value to LACERS, as determined by the evaluation panel, will be recommended for contract award to the LACERS Board of Administration (Board). The Board, at its sole discretion, makes the final award determination.

EVALUATION CRITERIA	CRITERIA POINTS
<p><b>Experience</b></p> <p>Firm, staff experience and expertise, resources, and capabilities in providing investigative services</p>	25
<p><b>Coverage area</b></p> <p>Proposer has a network of locally based domestic and international investigators familiar with local laws, regulations and with access to vital statistic information.</p>	20
<p>Methodology and approach to providing services described in scope of work</p>	20
<p>Positive contracting history and capacity to perform as contracted</p>	15

Cost	15
Other Services	5
<b>TOTAL POINTS</b>	<b>100</b>

### C. TENTATIVE SCHEDULE

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

<b>Date</b>	<b>Event</b>
04/20/2021	Release of RFP
05/07/2021	Deadline for RFP questions
05/14/2021	RFP question responses posted
05/28/2021 3:00 P.M. PST	Deadline for proposal submissions
08/24/2021	Target date for LACERS Board of Administration consideration of contract award
10/01/2021	Tentative contract start date

### VI. GENERAL CONDITIONS AND COMPLIANCE DOCUMENTS

Proposers are to submit required documents specified in the General Conditions and Compliance Documents (Appendix A). The General Conditions also indicate several standard contracting provisions and requirements of every LACERS and City of Los Angeles contract. You are encouraged to read the documents thoroughly as they may result in additional expense to your firm, such as certain insurance requirements and a Los Angeles Business Tax Registration Certificate. This RFP is for a new contract. Previous document submittals and/or waivers do not apply. New forms must be completed and processed.