



**County of Orange**

**Auditor-Controller**

**Request for Proposal  
for**

**Enterprise Resource Planning Quality Assurance Services**

**RFP No. 003-2613901-LB**

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## **Section A: RFP Introduction and Instruction to Proposers**

### **A.1 Purpose of the RFP**

The County of Orange Auditor-Controller (“County”) is soliciting proposals (“Proposals”) from qualified proposers (“Proposers”) to provide Quality Assurance Services for Enterprise Resource Planning Quality Assurance Services (“Services”) defined in this Request For Proposal (“RFP”).

This RFP contains the following Sections:

- Section A: RFP Introduction and Instruction to Proposers
- Section B: Scope of Project
- Section C: Detailed Submittal Requirements
- Section D: Attachments

### **A.2 About the County**

The County of Orange is located in Southern California and is bordered on the north by Los Angeles and San Bernardino Counties, on the east by Riverside County, on the southeast by San Diego County and on the west and southwest by the Pacific Ocean. The County occupies a land area of 798 square miles with a coastline of 42 miles serving a population of approximately 3 million. It is the third most populous county in the State of California and the sixth most populous in the nation.

### **A.3 Project Background**

The County has utilized software from CGI Technologies and Solutions, Inc. (CGI Advantage) for over thirty years. The system has been upgraded throughout that period; the County last upgraded its Financial/Procurement system to version 3.10.0.1 in 2016, the Human Resources/Payroll system to version 3.11 in 2017, and the Performance Budgeting System to version 4.2022.FS2 in 2022. Besides CGI Advantage, the County has implemented and maintained numerous ancillary systems, and interfaces to meet the County’s ERP business needs that have not been incorporated with the CGI products. In addition, the County has other business needs and requirements that are not currently being addressed by any systems or workarounds.

On January 11, 2022, the County’s Board of Supervisors approved a contract with Intueor Consulting, Inc. (“Intueor”) to perform an analysis of the County’s ERP, business processes, ancillary systems, and interfaces. The ERP market and associated offerings, in conjunction with the widespread adoption of Cloud computing, have rapidly evolved to provide enhanced flexibility, functional and technical capabilities, computing power, and seamless integration with other supporting systems, business intelligence, and reporting tools. In addition, the Intueor study found that the current ERP system, as implemented, meets approximately 60% of the County's needs. In furtherance of Intueor’s recommendation to issue an RFP to promote growth and scalability as well as for leveraging the advantages of next-generation offerings in the ERP marketplace, the County is pursuing a Software as a Service (SaaS) solution and related system integration services. To read a copy of the Intueor report, visit our website at: <https://ocauditor.gov/erp-application-alternatives-assessment-report/>.

On February 6, 2024, the County of Orange released RFP #003-2365101-LB for an Enterprise Resource Planning Software as a Service System and associated implementation and professional support services

(ERP RFP). See Attachment 11 for the ERP RFP as of March 14, 2024 (for the latest version of the ERP RFP, including any released addenda, search for the RFP in OpenGov).

In connection with the County's ERP project and to obtain an independent perspective, mitigate key risks, and ultimately ensure the success of this project, the County wishes to contract for Quality Assurance Consultant Services to perform the following: ERP RFP Evaluation Process, Contract Negotiations, and Quality Assurance Services throughout the ERP Project Implementation.

#### **A.4 Notice to Proposers**

Failure to carefully read and understand this RFP may cause the Proposal to be out of compliance, rejected by the County, or legally obligate the Proposer to more than it may intend. Information obtained by the Proposer from any officer, agent, or employee of the County shall not affect the risks or obligations assumed by the Proposer or relieve the Proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Except as explicitly provided by this RFP, attempts by or on behalf of a Proposer to contact or to influence any member of the selection committee regarding the acceptance or rejection of any Proposal may lead to elimination of that Proposer from further consideration. Only Proposals in the format described in the RFP and its attachments will be deemed compliant. Proposers should also note several key contract assumptions that have been listed in Section D of this RFP. Failure to materially adhere to RFP requirements may lead to Proposal disqualification or reduced evaluations.

#### **A.5 Conditions**

- A.5.1** Joint Venture Prohibited: Where two or more Proposers desire to submit a single Proposal in response to this RFP, they must do so on a prime/subcontractor basis rather than as a joint venture. The County intends to contract with a single Proposer or multiple Proposers, but not with multiple Proposers doing business as a joint venture.
- A.5.2** All Proposals and any subsequent clarification or response to the County's questions provided by the Proposer shall be valid for a minimum of 120 days.
- A.5.3** Proposals may be changed or withdrawn prior to the Proposals Close Date and Time of April 18, 2024, at 4:00 PM PT. All such changes and withdrawals must be submitted in writing and received by the County prior to the Proposal Close Date and Time. After the Proposal Close Date and Time, no change in prices or other provisions prejudicial to the interest of the County or fair competition shall be permitted.
- A.5.4** The County does not require and neither encourages nor discourages the use of lobbyists or other consultants for the purpose of securing business. Please note that, effective January 1, 2023, any contribution by a Proposer or its agent to any County officer may be subject to the Levine Act (Government Code Section 84308).
- A.5.5** The County requires a valid UEI (Unique Entity Identifier) number prior to Contract award. If needed, your company may obtain one at no cost at <https://sam.gov/>. If you are unable to provide/obtain a UEI number, please indicate as such in your Proposal.
- A.5.6** The County requires Proposers to be able and willing to provide the required insurance coverage and certificates as set forth in RFP Attachment 7, Model Contract, Article O, Insurance Provisions.

#### **A.6 County's Rights Reserved**

- A.6.1** The County reserves the right to select the Proposal (or combination of Proposals) which in its sole judgment best meets the needs of the County. The County has established an Evaluation

Committee that will make a recommendation to the County Board of Supervisors. Cost will not be the sole criterion for recommending approval of a contract.

- A.6.2** The County reserves the right to reject any or all Proposals and to waive technicalities and informalities when such waiver is determined by the County to be in the County's best interest.
- A.6.3** The County may modify this RFP by issuance of one or more written Addenda. Addenda will be posted to the OpenGov website. Proposers are responsible for reviewing any posted Addenda and ensuring that Proposals meet requirements of any posted Addenda.
- A.6.4** The County reserves the right to meet with select Proposers at any time to gather additional information. Furthermore, the County reserves the right to remove or add services at any time prior to execution of a final contract.
- A.6.5** This RFP does not commit the County to award a contract.
- A.6.6** All Proposals submitted in response to this RFP become the property of the County and public records, and as such, may be subject to public disclosure. Proposers are not to include confidential information in their Proposals. (See Section A.16, Confidential and Proprietary Information.)
- A.6.7** Pre-contractual expenses are not to be included in the proposed cost as listed in Attachment 9, Cost. Pre-contractual expenses are defined as including, but are not limited to, expenses incurred by the Proposer in: (a) preparing its Proposal in response to this RFP; (b) submitting that Proposal to the County; (c) negotiating with the County any matter related to the Proposer's Proposal; and (d) any other expenses incurred by the Proposer prior to the date of award and execution, if any, of the Contract.
- A.6.8** The County reserves the right to: (a) negotiate with any Proposer(s) concurrently or non-concurrently as necessary to serve the best interests of the County; (b) withdraw this RFP in whole or in part at any time without prior notice and without award of a contract to any Proposer responding to this RFP; (c) award its total requirements to one Proposer or to apportion those requirements among two or more Proposers; and (d) reject any response if it is conditional, incomplete, or substantially deviates from the services sought by this RFP. In addition, negotiations may or may not be conducted with Proposers; therefore, each Proposal should contain Proposer's most favorable terms and conditions, as the selection of a Proposal may be made without discussion or negotiation with any Proposer.

## **A.7 Communication Regarding this RFP**

- A.7.1** All questions from prospective Proposers regarding this RFP must be through the County's bidding system, OpenGov, at <https://procurement.opengov.com/portal/ocgov>.
- A.7.2** Except as explicitly provided by this RFP, real-time communication (whether remote or in-person) between any Proposer or prospective Proposer and the County regarding the requirements of this RFP will not be permitted.

## **A.8 Questions and Requests for Clarification**

- A.8.1** The County has attempted to provide all information pertinent to this RFP. It is the responsibility of each Proposer to review, evaluate, and, where necessary, request any clarification prior to submission of a Proposal. If any person contemplating submitting a Proposal is in doubt as to the true meaning of any part of this RFP or finds discrepancies in or omissions from the specifications, they may submit a written question or request for clarification via OpenGov (RFP # 003-2613901-LB). Written questions and requests for clarification must be submitted in OpenGov before 4:00 PM (Pacific Time) on March 28, 2024.

- A.8.2** All questions concerning the RFP must reference the RFP section heading.
- A.8.3** If the County considers any clarification or interpretation of this RFP necessary, a written addendum will be issued and posted to the OpenGov website. Any interpretation of or correction to this RFP will be made only by an Addendum issued by the DPA and uploaded to OpenGov.
- A.8.4** It is the Proposer's responsibility to review all Addenda and attachments to this RFP. The County will not be responsible for any other explanations, corrections to, or interpretations of the RFP documents, including any oral information.
- A.8.5** For OpenGov technical assistance only, please contact OpenGov Support at [procurement-support@opengov.com](mailto:procurement-support@opengov.com) or via the live chat option on the OpenGov website.

## **A.9 Procurement Schedule**

The expected procurement schedule is listed below. The County reserves the right to change the procurement schedule. If changes are made, Proposers will be notified by the County in the form of an Addendum to this RFP in OpenGov. It is the sole responsibility of the Proposer to check the County's online bidding system, OpenGov, for such notifications.

<b>Procurement Schedule</b>	
3/14/2024	RFP advertised and released through OpenGov
3/28/2024	Deadline to submit questions and requests for clarification on the RFP - 4:00 PM (PT)
4/4/2024	Answers to submitted questions provided, at the latest
<b>4/18/2024</b>	<b>Proposal Close Date and Time – 4 PM PT</b>
4/29/2024	Proposers elevated and notified for Interviews
5/6/2024 to 5/10/2024	Proposer Interviews
5/13/2024	Elevate and notify finalist Proposers(s) for contract negotiations
5/27/2024	Complete contract negotiations
7/23/2024	Board of Supervisors Approval and Contract Execution

## **A.10 Evaluation Process**

- A.10.1** Administrative Review: The first phase of evaluation will be a basic preliminary administrative review of the responsiveness of each Proposal to ensure that Minimum Qualifications are met (see Section A.11 below), all required signatures are present, and all response items are answered per Attachment 1 – RFP Submittal Checklist. Proposers complying with and meeting the requirements of this review will qualify for continued evaluation.

**A.10.2** Written Proposal Evaluation: Proposals that pass the Administrative Review will be evaluated by an RFP Evaluation Panel solely on the quality of the written responses to all questions and requirements of this RFP. The RFP Evaluation Panel will select the top-ranked Proposer or Proposers to be elevated as finalist(s) for continued evaluation.

**A.10.3** Finalist Interviews: If elevated as a finalist, each Proposer must be prepared to attend a Proposer Interview in person with the RFP Evaluation Panel within seven (7) calendar days of notification from the County. The County will provide detailed agenda prior to Interviews. Interviews will be held in person. Proposers must be prepared to discuss all aspects of their Proposal in detail. Proposers will not be allowed to alter or amend their Proposals using the Interview process. The Interview will be scored separately. The written criteria will comprise 60% of the final score, and the Interview will comprise 40% of the final score.

## **A.11 Minimum Qualifications**

Each Proposer must meet the following Minimum Qualification:

**A.11.1** The Proposer shall attest that its organization and all of its officers:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency.
2. Have not within a five (5) year period preceding this RFP been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

## **A.12 Evaluation Criteria**

The County reserves the right, based upon its deliberations and in its opinion, to accept or reject any or all responses, or terminate the competitive solicitation process at any time and secure the solicited products and services by any other lawful means. The County also reserves the right to waive minor irregularities or variations to the specifications and in the competitive solicitation process.

Evaluation criteria have been defined for each phase of the evaluation. The County's Evaluation Committee will score Proposals and decide which firms to elevate to the next phase of the evaluation process. In addition to the criteria below, the County of Orange adjusts scores based on the OCLSB and DVBE preference policy. See Section A.19 for more information.

Evaluation criteria will include:

### **Written Proposal Criteria: 60%**

#### **Responsiveness and Quality of Proposal**

- Proposal demonstrates an understanding of the County's requirements as set forth in this RFP
- Proposal demonstrates a thorough understanding of ERP implementation best practices
- Proposal demonstrates knowledge of the ERP implementation environment in which the activities will take place

- Proposal does not substantially deviate from any material requirements of the RFP
- Proposal's detail, clarity, presentation, and overall content
- Proposal's completeness of response
- Proposal's conformance with instructions, conditions, and format of the RFP
- Proposal does not include substantive reservations or omissions

#### Proposed ERP Quality Assurance Services

- Comprehensiveness of Proposer's Quality Assurance plan
- Proposer's resources available to deliver the Services identified in the Proposal on time, on budget and within scope
- Proposer's quality assurance methodology (style, approach, risk mitigation, oversight, monitoring, and organizational change management) and quality assurance plan and schedule (including Proposer's and County's roles and responsibilities)

#### Company and Staff Qualifications

- Proposer's expertise in the work set forth in this RFP
- Proposer's staff's experience, especially staff's experience in working with and providing quality assurance services for a government ERP System similar to that set forth and required by this RFP
- Proposer's references in providing services similar to the work set forth in and required by this RFP; the County reserves the right to conduct reference checks
- Proposer's organizational structure and financial structure/stability
- Proposer's certifications

#### Pricing/Cost

- Best value/price for comprehensive ERP Quality Assurance services
- Milestone Payment Schedule: alignment of costs paid with work completed

#### Compliance with County's Terms and Conditions

#### **Interview Criteria: 40%**

#### Proposed ERP Quality Assurance Services

### **A.13 Proposal Submission**

Proposals must arrive at the following location prior to the Proposal Close Date and Time listed in this RFP (April 18, 2024, at 4:00 PM Pacific Time).

**Attn:** Lorena Bogarin  
County of Orange  
Auditor-Controller  
1770 N. Broadway  
Santa Ana, CA 92706



Proposals must be time-stamped on the outside of the sealed package by Auditor-Controller staff. It is the sole responsibility of each Proposer to ensure that delivery is made to the County prior to the Proposal Close Date and Time. Delivery receipts are available upon request.

Facsimile and e-mail Proposals will NOT be accepted.

County Auditor-Controller Business Hours:

Monday through Friday 7:45 A.M. to 4:45 P.M. Pacific Time

The County Auditor-Controller's Office will be closed on the following County Holidays through the end of 2024:

Martin Luther King, Jr. Birthday, January 15, 2024

President Lincoln's Birthday, February 12, 2024

President's Day, February 19, 2024

Memorial Day, May 27, 2024

Independence Day, July 4, 2024

Labor Day, September 2, 2024

Native American Day, September 27, 2024

Veterans Day, November 11, 2024

Thanksgiving, November 28, 2024

Day after Thanksgiving, November 29, 2024

Christmas Day, December 25, 2024

New Years' Day, January 1, 2025

## **A.14 Proposal Copies**

Each Proposer must provide:

**A.14.1** One (1) original signed Proposal. The Proposer's original signed Proposal is to be clearly marked as "ORIGINAL" on the outside cover and contain original ink signatures.

**A.14.2** Five (5) photocopies of the original Proposal.

**A.14.3** Please submit Five (5) copies of Attachment 9 – Cost in a separate envelope. Do not include cost information in the remainder of the Proposal.

One (1) Electronic copy of the Proposal, including Attachment 9, Cost, on a USB or similar storage device.

## **A.15 Proposal Format**

All Proposals shall be submitted on standard 8.5 x 11-inch paper. All pages shall be numbered and identified sequentially by Proposal Section as outlined in Section C: Detailed Submittal Requirements. It is imperative that all Proposers responding to this RFP comply, exactly and completely, with the instructions set forth herein. All responses to this RFP shall be typewritten or word-processed (except where otherwise provided or noted), concise, straightforward, and shall fully address each requirement and question. Although not a substitute for a complete written response, additional material, such as technical documents, may be referenced in any response if the material is included in the same section as additional information.

## **A.16 Confidential and Proprietary Information**

Proposals submitted in response to this RFP may become subject to public disclosure pursuant to the California Public Records Act, codified beginning at Government Code Section 7920.000 (formerly Section 6250). Please be advised that all information and documents submitted to the County in response to this RFP shall be deemed non-confidential, non-proprietary, non-trade secret public records without exception and subject to public disclosure by the County at any time without prior notice to Proposer. The County shall not be liable in any way for disclosure of such records, or any part thereof related to this RFP or any Proposal. By submitting information and documents, the Proposer agrees to the County's release of such information and documents in response to a public records request without further notice to the Proposer and agrees to indemnify and hold the County harmless from any damages or liability associated with the public disclosure of such records.

Additionally, all Proposals shall become the exclusive property of the County. The County reserves the right to make use of any information or ideas contained in the Proposals submitted without exception.

Proposals are not to be marked as confidential or proprietary and must not constitute or contain confidential, proprietary, or trade secret information. The County may refuse to consider any Proposal so marked.

By submitting information and documents to the County as part of this RFP, Proposer acknowledges and agrees to the terms of this Section A.16.

## **A.17 Waiver of Requirements**

The County reserves the right to waive, at its discretion, any procedural irregularity, immaterial defect, or other impropriety that the County deems reasonably correctable or otherwise not warranting rejection of a Proposal. No such waiver will excuse the Proposer from full compliance with all other Sections of this RFP.

## **A.18 Protest Procedures**

Any actual or prospective Proposer alleging any impropriety in the solicitation or award of the Contract may submit a protest to the DPA.

**A.18.1** Protest of RFP Specifications. All protests related to RFP specifications must be submitted to the DPA no later than five (5) business days prior to the Proposal Close Date and Time. Protests received after the five (5) business day period will not be considered by the County.

**A.18.2** Protest of Award of Contract. In protests related to the award of a contract, the protest must be submitted no later than five (5) business days after the notice of the proposed contract award is provided by the DPA. Protests relating to a proposed contract award which are received after the five (5) business day period will not be considered by the County.

**A.18.3** Protest Procedure. All protests shall be printed on the protester's letterhead and be submitted in accordance with the provisions stated herein. All protests shall include at minimum the following information:

- The name, address, and telephone number of the protester
- The signature of the protester or the protester's representative
- The solicitation or contract number
- A detailed statement of the legal and/or factual grounds for the protest; and
- The form of relief requested.

#### **A.18.4 Protest Process.**

- In the event of a timely protest, the County shall not proceed with the solicitation or award of the contract until the DPA, the County Purchasing Agent, or the Procurement Appeals Board renders a decision on the protest.
- Upon receipt of a timely protest, the DPA shall within ten (10) business days of the receipt of the protest, issue a decision in writing which shall state the reasons for the actions taken.
- The County may, after providing written justification to be included in the procurement file, make the determination that the award of the contract, without delay, is necessary to protect the substantial interests of the County. The award of a contract shall in no way compromise the protester's right to the protest procedures outlined herein.
- If the protester disagrees with the decision of the DPA, the protestor may submit a written notice to the Office of the County Purchasing Agent requesting an appeal to the Procurement Appeals Board, in accordance with the process stated below.

**A.18.5 Appeal Process.** If the protester wishes to appeal the decision of the DPA, the protester must submit, within three (3) business days from receipt of letter, a written appeal to the Office of the County Procurement Officer.

Written appeals must be sent to:

County of Orange County Procurement Officer  
400 West Civic Center Drive, 5th Floor  
Santa Ana, CA 92701  
Attn: County Procurement Officer  
Email: CPOAppeals@ocgov.com

- Within fifteen (15) business days, the County Purchasing Agent shall review all materials in connection with the grievance, assess the merits of the protest, and provide a written determination with a decision as to whether the protest shall be forwarded to the Procurement Appeals Board as described in Section 1.4 of the County's Contract Policy Manual ("CPM").
- The decision of the County Purchasing Agent shall be final and there shall be no right to further administrative appeals.

#### **A.19 County of Orange OCLSB and DVBE Preference Policies**

Effective January 1, 2020, the County's Board of Supervisors adopted the County of Orange Local Small Business ("OCLSB") Preference policy. Implementation of the OCLSB Preference policy supports local businesses, the local economy, and the development of the County's tax base.

**A.19.1 OCLSB:** To be certified as a Local Small Business by the County, a business shall meet (1) and (2) below:

1. Local Business requirements:
  - a. maintains their principal center of operations (i.e., headquarters) within Orange County, and
  - b. has:
    - i. a business address located in the County of Orange that is not a post office box,  
or

- ii. a valid business license or certificate of occupancy issued by the County of Orange or by an Orange County city, or other documentation acceptable to the County of Orange.

2. Small Business Requirements:

- a. must be certified as a Small Business by the State of California Department of General Services (DGS), and

- b. DGS Small Business requirements must be valid at the time of Proposal submittal.

Effective January 1, 2021, the County of Orange Board of Supervisors adopted the Disabled Veteran Business Enterprise (“DVBE”) Preference policy. The DVBE Preference policy supports local business opportunities, the local economy, and the development of the County’s tax base, and in addition recognizes the service and sacrifice given by the men and women of our Armed Forces.

**A.19.2 DVBE:** To be certified as a DVBE by the County of Orange, a business shall:

- a. be certified as a DVBE by the State of California Department of General Services (DGS); and

- b. DGS DVBE requirements must be valid at the time of Proposal submittal.

**A.19.3 County Of Orange OCLSB Preference and DVBE Certification Requirements:** To participate as an OCLSB and/or DVBE, please read and follow the process outlined below.

1) To participate as an OCLSB the following requirements must be met:

- a. A local small business must be certified with State of California the Department of General Services (DGS) as a Small Business - <https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>
- b. Upon certification as Small Business with DGS, the local small business shall access the OCLSB Preference portal at [OCLSBverify.com](https://oclsbverify.com), search their legal company/business name in the County’s database and print the OCLSB Certification.
  - i. Business name shall match the Company Legal Name specified on the Company Profile.
- c. OCLSB Certification must be valid at the date/time solicitation is closed, and it shall remain in effect at the time of contract award. County reserves the right to verify and/or reject incomplete documents.
- d. Complete and sign Attachment 6 – OCLSB and DVBE Form to this RFP. The signed form and the OCLSB Certification are required and must be returned with the solicitation response in order to compete as an OCLSB.

2) To participate as a DVBE the following requirements must be met:

- a. A business must be certified with DGS as a DVBE - <https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>.

- b. DVBE Certification must be valid at the date/time solicitation is closed, and it shall remain in effect at the time of contract award. County reserves the right to verify and/or reject incomplete documents.
- c. Complete and sign Attachment 6 – OCLSB and DVBE Form to this RFP. The signed form and the DVBE Certification are required and must be returned with the solicitation response in order to compete as a DVBE.

**A.19.4** OCLSB or DVBE Preference provides the following for an RFP:

- a. An extra five percent (5%) shall be applied to the tallied score of each certified OCLSB or DVBE to obtain the final score. If the final score of any OCLSB or DVBE matches the final score of a non-OCLSB or non-DVBE, preference shall be given to the certified OCLSB or DVBE. If two or more OCLSBs or DVBEs have the same final score, the County shall determine the contract award based on the County's best interest.

**A.19.5** Dual OCLSB and DVBE Preference provides for the following:

Business Certified as OCLSB and DVBE If a State-certified OCLSB is also a State-certified DVBE, the preference given to that business shall be 8% instead of 5%. The separate OCLSB/DVBE preferences shall not be applied.

**A.19.6** Optional: complete Attachment 6 – OCLSB and DVBE Form if you qualify for the OCLSB or DVBE. See RFP Section C.3.1.2 for submission details.

## Section B: Scope of Project

### B.1 Project Scope – Overview

On February 6, 2024, the County of Orange released RFP #003-2365101-LB for an Enterprise Resource Planning Software as a Service System and associated implementation and professional support services (ERP RFP). See Attachment 11 for the ERP RFP as of March 14, 2024 (for the latest version of the ERP RFP, including any released addenda, search for the RFP in OpenGov).

In connection with the County's ERP project and to obtain an independent perspective, mitigate key risks, and ultimately ensure the success of this project, the County wishes to contract for Quality Assurance Consultant Services to perform the following: ERP RFP Evaluation Process, Contract Negotiations, and Quality Assurance Services throughout the ERP Project Implementation.

The goal of this Contract is to provide quality control of all elements from vendor selection through implementation of the County's new ERP system. Elements include:

- Guide the County through the phases of the ERP RFP evaluation
- Advise on best practices in the scoring of proposals
- Advise on best practices in the creation of a contract with the selected ERP Vendor
- Provide quality assurance on ERP implementation activities
- Track ERP Vendor contract compliance to ensure the selected vendor meets its obligations per the ERP contract
- Provide independent project quality control and quality assurance
- Mitigate ERP implementation project risks
- Support ongoing change management efforts
- Advise on the development of new business processes, policies, and procedures
- Monitor and advise on the End-User and Super-User training programs

The Scope of Project is further outlined in Sections B.2 through B.4 below.

### B.2 Project Scope – ERP Evaluation Process and Negotiations

Contractor shall assist the County in the various phases of the ERP RFP evaluation process, upon execution of this consulting contract.

**B.2.1** Contractor shall assist the County in developing agendas and scripts for ERP RFP Proposer Software Demonstrations and Interviews.

B.2.1.1 Contractor shall conduct working sessions with the ERP RFP Evaluation Panel ("Panel") to assist in identifying business scenarios to submit for vendor Demonstrations and Interviews.

B.2.1.2 Contractor shall ensure demonstration guidelines focus on system features that are important to the Panel.

B.2.1.3 Contractor shall review demonstration scripts to ensure they are focused on the ERP RFP requirements prior to submitting scripts for vendor Demonstrations and Interviews.

**B.2.2** Contractor shall assist the County Deputy Purchasing Agent in facilitating the demonstrations and interviews with each ERP vendor.

B.2.2.1 Contractor shall be on-site to guide the meetings, ensure compliance with the demonstration scripts, take notes, and point out differentiators.

**B.2.3** Contractor shall assist County staff with ERP Contract Negotiations, including negotiating a Statement of Work (“SOW”) with the prospective ERP Vendor (“ERP Vendor”). The SOW is a critical document that sets expectations, defines scope, roles, and responsibilities, and identifies processes for project management, implementation approach, and dispute resolution. The SOW will include at least the following:

- Project scope, including business process improvements
- Future state vision
- Project phase details
- Project resources
- Project change control procedures
- Time commitments and project timelines
- High-level project plan
- Detailed roles and responsibilities
- Deliverable expectations
- Deliverable Acceptance Criteria
- Payment Deliverable Milestones
- Service Level Agreements

B.2.3.1 Contractor shall provide comments on ERP contract drafts, participate in meetings, and work to ensure ERP contract documents have necessary protections and methods to hold vendors accountable to scope and project quality.

B.2.3.2 Contractor shall ensure ERP Statement of Work and deliverables are based on measurable milestones.

B.2.3.3 Contractor shall confirm business process improvements are based on standard best practices.

### **B.3 Project Scope – ERP Implementation Quality Assurance**

Contractor shall provide guidance and independent project oversight throughout the County’s ERP Implementation Project. Contractor shall also work with the County and ERP Vendor to accomplish the County’s goals and objectives, ensure project quality, contract compliance, and that best practices are followed. Contractor shall serve the County as an advisor throughout the project, working to hold the County and ERP Vendor accountable for accomplishing project outcomes and driving change.

Primary activities for overall oversight will include review of ERP Contract milestones, ensure deliverables comply with ERP SOW and contract requirements before County acceptance, ensure business process improvements coincide with system functionality and best practices, monitor the ERP Vendor’s contract for compliance, ongoing change management, support for the County’s steering committee, testing support, or other project tasks as necessary.

- B.3.1** Contractor shall participate in regular project management meetings and provide a weekly status report to the County's assigned Project Manager.
- B.3.2** Contractor shall regularly review the risk register and issues list and work with the project managers to address and resolve issues and manage risks, including risk identification and risk responses.
- B.3.3** Contractor shall identify strategic opportunities for business process improvements using ERP System functionality.
- B.3.4** Contractor shall review project deliverables for completeness and accuracy. Contractor shall provide a report to the County outlining any contract compliance issues or issues with best practices.
- B.3.5** Contractor shall work with County staff and the ERP Vendor to analyze existing processes, participate in meetings, and serve as an advocate for best practices.
- B.3.6** Contractor shall provide oversight for business process design sessions with the ERP Vendor to ensure that the County will deploy best business practices aligned with project goals rather than "re-creating the old system." Additionally, as part of the design process, Contractor shall provide research into best business practices and communicate both advantages and disadvantages of specific design decisions.
- B.3.7** Contractor shall collaborate with the County and ERP Vendor to document requirements traceability, in order to track and record the progress of the project's requirements and deliverables and make sure the County's requirements are met.
- B.3.8** Contractor shall monitor deliverable activity and, if necessary, will assist the County with reviewing project invoices for contract compliance before County acceptance.
- B.3.9** Contractor shall provide the County's Project Manager guidance and support on the project's organizational change management.
- B.3.10** Contractor shall provide assistance and ongoing recommendations in making sure that the County project team are working to facilitate effective change management strategies and tactics throughout the project.
- B.3.11** Contractor shall assist the County Project Manager with resolutions for project issues.
- B.3.12** Contractor shall monitor and advise on the ERP End-User and Super-User training programs to ensure adequate training.
- B.3.13** Contractor shall provide oversight in the revision of existing and creation of new policies.
- B.3.14** Contractor shall support the ERP Steering Committee and other project governance teams by assisting with strategy, project communications, and ongoing IT governance tasks.
- B.3.15** Contractor shall assist the County's and ERP Vendor's Project Managers in identifying and mitigating project risks.
- B.3.16** Contractor shall provide Monthly Scorecard Review and Assessment Reports for both technical and departmental readiness.
- B.3.17** Contractor shall prepare periodic project reviews and summaries to be delivered to the County Project Manager or ERP Steering Committee as directed.
- B.3.18** Contractor shall deliver a readiness assessment to the County Project Managers and present the readiness assessment to the Steering Committee before go-live of each of the core modules,



Finance/Procurement, Human Resources/Payroll, and Budget. This readiness assessment shall include:

- B.3.18.1 Readiness of both ERP Vendor and County for deployment/go-live
- B.3.18.2 Operational readiness of ERP Vendor and County
- B.3.18.3 ERP Vendor's ability to support ongoing operations and business processing.

#### **B.4 Project Scope – Project Training**

**B.4.1** Project Kickoff Orientation: Contractor shall provide a general orientation to the County project team.

B.4.1.1 Contractor shall include what to expect out of a project of this size and scope.

B.4.1.2 Contractor shall include their method of Quality Assurance so the project team understands the project environment.

**B.4.2** Project Testing Workshops: Contractor shall provide a workshop for the County project team before test scripts, tools, and reporting structures are developed to ensure that the County's business scenarios are fully captured and recorded.

B.4.2.1 Contractor shall include best practices in the Project Testing Workshop.

B.4.2.2 Contractor shall include generally accepted standards in the performance of user acceptance and regression testing.

B.4.2.3 Contractor shall conduct this workshop three times, once for each of the core modules: Finance/Procurement, Human Resources/Payroll, and Budget.

**B.4.3** Contractor shall provide a training on their readiness assessment methodology to the County project team.

## Section C: Detailed Submittal Requirements

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following sections. **The County, in its sole and absolute discretion, may consider the Proposal to be non-responsive and removed from consideration if the Proposer does not provide all information requested or answer all items as directed in this Section.**

### C.1 Proposal Section 1 – Summary

#### C.1.1 Proposal Section 1.1 – Checklist and Cover Page

C.1.1.1 Complete Attachment 1: RFP Submittal Checklist

C.1.1.2 Complete Attachment 2: Cover Page

1. An unsigned or improperly signed Proposal submission may be grounds for rejection of the Proposal and disqualification from further participation in this RFP process.
2. If Addenda are issued to this RFP, the Proposer must sign the cover page from the latest addendum.
3. Proposer must check the box that it certifies that it meets all minimum qualifications as set forth in RFP Section A.11.
4. The RFP Cover Page must be signed by person(s) with authority to bind the Proposer. If the Proposer is a corporation, then the signature of two corporate specific officers as follows is required; the first signature must be one of the following: a) the chairman of the Board; or b) the president; or c) any vice president. The second signature must be one of the following: a) secretary; or b) the chief financial officer; or c) any assistant secretary; or d) any assistant treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the corporation.

#### C.1.2 Proposal Section 1.2 – Executive Summary

C.1.2.1 Provide an executive summary on your company letterhead. It should be limited to a brief narrative (less than 3 pages) summarizing the Proposal. Summary should include the key qualifications of Proposer, distinguishing characteristics of Proposer's proposed solution and project approach, as well as the principal advantages to the County.

#### C.1.3 Proposal Section 1.3: Company Profile

C.1.3.1 Complete Attachment 3: Company Profile.

C.1.3.2 Complete Attachment 3: Company Profile for each subcontractor. Identify any Company Profiles that are submitted for a subcontractor.

### C.2 Proposal Section 2 – Professional Services

**C.2.1 Proposal Section 2.1 – Quality Assurance Team:** This Section should describe the proposed project team proposed to provide services for the County.

C.2.1.1 Project Team Information: Identify the proposed project team. Be sure to include:

1. How many staff the Proposer will have assigned to the project
2. Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site
3. Major roles and responsibilities for each resource

C.2.1.2 Complete Attachment 4 – Professional Services Background

**C.2.2 Proposal Section 2.2 – Complete Work Plan and Detailed Project Description:** Proposer shall provide, in full detail, its response to RFP Section B, Scope of Project.

C.2.2.1 Approach: Proposer must describe its approach to meeting the RFP’s overall and specific requirements.

C.2.2.2 Work Breakdown Structure: Provide a high-level work breakdown structure (WBS). Major tasks in the WBS should correlate with the milestones in the Milestone Payment Schedule of Attachment 9, Cost.

### **C.3 Proposal Section 3 – County Forms**

#### **C.3.1 Proposal Section 3.1 – County Forms**

C.3.1.1 Complete Attachment 5 – County of Orange Campaign Contribution Form.

C.3.1.2 Optional: complete Attachment 6 – OCLSB and DVBE Form if you qualify for the OCLSB or DVBE per RFP Section A.19.

### **C.4 Proposal Section 4 – Model Contract**

#### **C.4.1 Proposal Section 4.1 – Model Contract**

C.4.1.1 Proposer shall certify one of the following:

- A. This Proposer is in strict compliance with this RFP including, but not limited to, the terms and conditions set forth in Attachment 7 – Model Contract and its Attachments and Appendices and no exceptions are proposed.

or

- B. This Proposer is in strict compliance with this RFP, including the terms and conditions set forth Attachment 7 – Model Contract and its Attachments and Appendices, except for those exceptions expressly provided as a redlined version of the Model Contract.

C.4.1.2 If Proposer certifies B above, Proposer shall provide a redline version of the County’s Model Contract (Attachment 7), including any additional or supplemental agreements that the County will be expected to execute in connection with the Contract, including without limitation any additional licenses, financing agreements, limitations of liability or warranty, opinion of counsel letters, or any other first- or third-party agreement or terms upon which the Proposal is contingent.

## **C.5 Proposal Section 5 – References**

### **C.5.1 Proposal Section 5.1 – References**

C.5.1.1 Complete and submit Attachment 8 – References.

## **C.6 Proposal Section 6 – Cost**

Note: Printed copies of the Cost proposal must be submitted in a separate envelope from the rest of the Proposal. Electronic copies may be on the same electronic media.

### **C.6.1 Proposal Section 6.1 – Cost**

C.6.1.1 Complete and submit Schedules 1 through 3 in Attachment 9 – Cost.

## **Section D: Attachments**

### **D.1 Attachment 1 – RFP Submittal Checklist**

See separate Word document, Attachment\_01\_Submittal\_Checklist\_RFP-003-2613901-LB.docx

### **D.2 Attachment 2 – Cover Page**

See separate Word document, Attachment\_02\_Cover\_Page\_RFP-003-2613901-LB.docx

### **D.3 Attachment 3 – Company Profile**

See separate Word document, Attachment\_03\_Company\_Profile\_RFP\_003-2613901-LB.docx

### **D.4 Attachment 4 – Professional Services Background**

See separate Word Attachment, Attachment\_04\_Professional\_Services\_Background\_RFP-003-2613901-LB.docx

### **D.5 Attachment 5 – County Of Orange Campaign Contribution Form**

See Separate Word document, Attachment\_05\_County\_Of\_Orange\_Campaign\_Contribution\_Form.docx

### **D.6 Attachment 6 – OCLSB and DVBE Form**

See Separate Word document, Attachment\_06\_OCLSB\_and\_DVBE\_Form\_RFP-003-2613901-LB.docx

### **D.7 Attachment 7 – Model Contract**

See Separate Word document, Attachment\_07\_Model\_Contract\_RFP-003-2613901-LB.docx

### **D.8 Attachment 8 – References**

See Separate Word document, Attachment\_08\_References\_RFP-003-2613901-LB.docx

### **D.9 Attachment 9 – Cost**

See Separate Excel spreadsheet, Attachment\_09\_Cost\_RFP-003-2613901-LB.xlsx

### **D.10 Attachment 10 – County of Orange Security Standards**

See Separate PDF document, Attachment\_10\_County\_of\_Orange\_Security\_Standards.pdf. This is an attachment to the Model Contract.

### **D.11 Attachment 11 – Enterprise Resource Planning Software as a Service RFP**

See Separate PDF document, Attachment\_11\_ERP\_RFP.pdf. The County of Orange released RFP #003-2365101-LB for an Enterprise Resource Planning Software as a Service System and associated implementation and professional support services (ERP RFP). See Attachment 11 for the ERP RFP as of March 14, 2024 (for the latest version of the ERP RFP, including any released addenda, search for the RFP in OpenGov).