

TASK ORDER SOLICITATION
APPLICATION PROFESSIONAL SERVICES
CONTENT MANAGEMENT/CUSTOMER RELATIONSHIP MANAGEMENT
SERVICES (CM/CRM) ON-CALL LIST
DIGITIZED CERTIFICATION SYSTEM ENHANCEMENT PROJECT
BUREAU OF CONTRACT ADMINISTRATION

I. INTRODUCTION

The Office of Contract Compliance (OCC), Certification, Outreach, Regulations and Enforcement (CORE) within the Bureau of Contract Administration provides business certification services to promote opportunities for disadvantaged, minority, women, small, disabled veterans, local, and LGBTQ+ business owners. The purpose of this project is to engage a qualified Contractor under the Content Management/Customer Relationship Management Services (CM/CRM) bench to digitize, modernize, and enhance the City's certification intake and management infrastructure. The Contractor will replace paper-based application processes with an online application portal on the public-facing Regional Alliance Marketplace for Procurement (RAMP) website and build or upgrade back-end review, approval, and tracking tools on the Los Angeles Procurement Opportunity Portal (LAPOP) / Salesforce.

II. STATEMENT OF WORK

The Bureau of Contract Administration (BCA) seeks to engage a qualified Contractor under the Content Management/Customer Relationship Management (CM/CRM) bench to provide technical expertise, software configuration, testing, and project management required to design, develop, and implement the functional areas detailed below.

Task 1. Development of Front-End Vendor Intake Portal (RAMP - www.rampla.org)

- Digitized Intake Pathways: Convert existing paper/PDF application processes into interactive digital submission workflows on RAMP, featuring conditional pathways based on specific eligibility criteria.
- Supported Application Types: Configure the intake engine to process:
 - New Applications
 - Renewal Applications

- Certification Recognition Requests
- Profile Data Integration & Auto-Population: Interface application forms directly with vendor business profiles on RAMP to automatically populate core account fields.
- Supporting Document Upload Portal: Build a secure document submission interface allowing vendors to securely upload tax returns, external agency certificates, and required verification files.
- Business Address Controls & Dynamic Population:
 - Implement a profile check control indicating whether the Business/Billing address on file differs from the physical location used for the certification request. Prompt warning messages for changes to location based certification types (LBE, LSB, LTE, DVBE-LAWA).
 - Automatically populate the application's business address using profile Billing/Business data until the user unselects the control to permit manual entry.
- UI Notifications & Modal Controls:
 - Implement customizable pop-up modal dialogs and inline warning notifications to alert users to missing required fields, system status updates, and validation errors.
 - Configure system-level validation to automatically block and auto-reject new or renewal certification applications upon detection of a duplicate vendor company profile, displaying a modal warning directing vendors to deactivate duplicate profiles. The portal must prevent the vendor from proceeding or submitting an application until duplicate account discrepancies are resolved or deactivated.
- Attestation & Electronic Signatures: Embed disclaimer text alongside electronic signature/attestation fields at the conclusion of all digital submissions.
- UI/UX & Navigation Enhancements:
 - Update intake language and navigational links across the RAMP certification landing page.
 - Relocate the "My Profile" navigation tab directly to the top main menu bar on RAMP.
 - Embed dynamic infographic guidance links detailing rules and documentation requirements specific to each certification type.

Task 2. Specialized System Rules & Automated Utilities

- Address Change Trigger & Warnings:

- Trigger an automated email alert to bca.certifications@lacity.org whenever a vendor holding location-based certifications (LBE, LSB, LTE, DVBE-LAWA) updates its business address on RAMP.
- Trigger an automated modal warning to the vendor's account administrator emphasizing the requirement to notify BCA within established deadlines to avoid invalidating location-based certifications.
- Geospatial Verification: Integrate an automatic zip code verification module specifically for LBE (Harbor) eligibility validation.

Task 3. Back-End Application Management System (LAPOP / Salesforce)

- Role-Based Access Control (RBAC): Establish and configure user role permissions:
 - BCA OCC Support: View status of online applications, assign files, and review uploaded documentation.
 - BCA OCC User: Process, view, edit, annotate, and update stages for New, Renewal, and Appeal applications.
 - BCA OCC Admin: Full administrative access, stage override capability, and sole authority to finalize overturn/uphold status updates on appeals.
- Surface-Level Indicators & Filtering:
 - Expose surface-level indicators prior to opening an application file to display any designated Referral Department, submission type (New, Renewal, or Recognition Request), and specific application criteria (3a, 3b, or 3c for LBE, LSB, and LTE submissions).
 - Implement high-level list view filtering by the proprietary department using a dedicated Filter: Referral by Department control (covering LAWA, DWP, and POLA).
- Workflow Stage Management: Configure and standardize backend lifecycle stages:
 - New: Default intake status for all incoming new applications and renewal submissions.
 - Verification In Progress: Active status assigned when an application is distributed to an analyst for review.
 - 1st Level Review: Optional training/quality control stage for new personnel.
 - Documentation Needed: Status assigned during instances where the Analyst requires additional information or documentation from the applicant firm.

- Verified: Applied when a New Application, Renewal, Appeal, or Recognition Request is approved. Requires manual entry of the certification expiration date upon stage entry.
- Rejected: Applied when a vendor is not certified, fails to supply requested documentation, presents conflicting information, or fails eligibility criteria.
- Appealed: Tracks submissions undergoing external appeal processing. Requires administrator authorization to transition manually to Verified or Rejected once determined.
- Expired: Automated system status applied automatically based on the recorded expiration date.
- Record Generation & Export Capabilities: Configure printable and downloadable views of approved certification records. The system must generate standardized, printer-friendly PDF outputs of official certification records accessible by both back-end administrative users and front-end vendor account holders.
- Automated Vendor Notifications: Configure automated email alerts for 30-day pre-expiration notices, documentation requests, deadline reminders, approval confirmations, and denial notices.

III. GENERAL REQUIREMENTS

A. Subcontracting

Contractor shall perform the key tasks contemplated and overall project management of the TOS with resources available within its own organization and no portion of the work pertinent to this project shall be subcontracted without written authorization by **Bureau of Contract Administration**, except that, which is expressly identified in the approved Cost Proposal.

B. Master Service Agreement

Contractor must have been selected through the Application and Cloud Professional Services Bench Request for Qualifications (RFQ) and have been awarded a Master Service Agreement under the Content Manager/Customer Relationship Management (CM/CRM) Area of Qualification. Proposals from firms who do not meet these requirements are not qualified for consideration under this Task Order and their proposals will be deemed non-responsive.

IV. PROPOSAL REQUIREMENTS

Consulting firms with current Master Agreements with the Information Technology Agency in the **Content Management/Customer Relationship Management Services (CM/CRM)** Area of Qualification are invited to submit a brief proposal indicating their interest in this project. Proposals must be submitted in PDF format to the attention of **DALENA NGO** at dalena.ngo@lacity.org with ITA Contracts copied at ita.contracts@lacity.org no later than **2:00PM PST on NOVEMBER 24, 2026**.

Responses should include:

- Cover letter or statement of interest, signed by an officer of the firm, that expresses interest in the project and highlights the firm's qualifications.
- Background, experience and qualifications of the firm.
- Description of the proposed solution and how it will meet the requirements to satisfy the objectives;
- Detailed project tasks, subtasks, and dependencies with project milestones and deliverables, including the methodology and technology that will be utilized;
- Project costs;
- Project resources needed;
- Project schedules with start and target completion dates for each task;
- List of key personnel that the firm shall assign to the project, along with their resumes and qualifications, including specific expertise of the staff and subcontracted subject matter experts, if any, that will be assigned. Include a description of the services they will perform; a brief statement of experience and background, giving the number of years of experience, title, or function while gaining the experience, and the end dates of the projects cited for relevant experience; and a description of a few significant application systems they have implemented using **Content Management/Customer Relationship Management Services (CM/CRM)**.
- Proposed timeframe for the project, including deliverables.
- Estimated pricing, which shall be based on fees and rates as defined in the Master Agreement.

V. SCHEDULE OF SOLICITATION

The following is the tentative solicitation response schedule:

Task Order Solicitation Issued	OCTOBER 14, 2026
Question Submittal Period Ends	NOVEMBER 10, 2026 at 2:00PM PST
Task Order Proposals Due	NOVEMBER 24, 2026 at 2:00PM PST

Finalize Selection	JANUARY 25, 2027
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VII. EVALUATION CRITERIA

After receipt of a response, but prior to award, the City, at its sole discretion, may require any or all Proposers to submit additional information and/or to meet in person with City personnel.

The City, at its option, may reject any and all proposals submitted in response to this TOS, or waive any minor administrative irregularities, or waive any informalities in a response when to do so would be to the advantage to the City or its taxpayers.

Proposals for project award will be selected based on submitted project plans, estimated cost, and assigned Contractor personnel's experiences, qualifications, and skill sets. Proposals shall be evaluated and scored based on the following Evaluation Criteria herein:

EVALUATION CRITERIA	
Proposed Scope, Objective, and General Approach	25
Background, Experience, and Qualifications of the Firm	20
Qualifications and Expertise of Key Personnel	25
Fee and Rate Structure	30
Total	100

25%: Proposed Scope, Objective, and General Approach

- Evaluation of the proposed technical solution and work plan to ensure all functional objectives and requirements are met;
- Review of detailed project tasks, subtasks, task dependencies, key milestones, and deliverables, including the appropriateness of the proposed methodology and technology used;

- Assessment of proposed project schedules, start and target completion dates, and overall timeframe for completing project deliverables.

20%: Background, Experience, and Qualifications of the Firm

- Assessment of firm's background, general experience, and qualifications in the industry and/or related fields;
- Review of past performance and significant application systems implemented using Content Management/Customer Relationship Management (CM/CRM) platforms; and,
- Verification of firm's familiarity and experience working with government, non-profit, or municipal entities on similar intake and application management systems.

25%: Qualifications and Expertise of Key Personnel

- Verification of the qualifications, background, and expertise of the assigned design, development, and management team members;
- Evaluation of key personnel resumes, relevant years of experience, titles/functions, and dates of cited projects;
- Demonstrated proficiency and experience of assigned staff with CM/CRM technologies (e.g., Salesforce).

30%: Fee and Rate Structure

- Total project costs and estimated pricing associated with the completion of all tasks and deliverables;
- Competitiveness of pricing and overall cost-effectiveness of the proposal relative to the provided scope of work.

VIII. QUESTIONS

All questions related to this Task Order Solicitation must be submitted by **NOVEMBER 10, 2026 2:00PM** via the Google form: < <https://forms.gle/qHymjyoU4mbxxS7m6> >.

Responses will be posted on RAMP.