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LOS ANGELES, CA 90015
TEL: (213) 485-2210

July 29, 2016

ELECTRONIC MAIL

To: Six (6) Pre-Qualified On-Call Contract Consultants of LA Sanitation
Related Services Area

LA SANITATION ON-CALL FOR AUTOMATION PROJECT CONSULTANTS TASK ORDER SOLICITATION #A3-16-05 – ORACLE CUSTOMER CARE & BILLING SUPPORT

LA Sanitation (LASAN) is soliciting responses from pre-qualified consultants for Related Services. You are invited to respond with a proposal to the attached Task Order Solicitation (TOS) #A3-16-05, Oracle Customer Care and Billing Support. The deadline for proposals is Friday, August 12, 2016 at 4:00 p.m., to be submitted by e-mail or US mail to the address indicated in the attached TOS.

All questions regarding this TOS must be submitted in writing to anita.fernandez@lacity.org, no later than Friday, August 5, 2016.

All proposals received by the deadline will be reviewed and the selection will be made using the criteria indicated in the TOS. Your decision to submit a proposal or not will not affect your eligibility for future work. Should you decide not to submit a proposal, a negative response is requested with a brief explanation of the reason.

This TOS is pending LASAN final approval. LASAN reserves the right to cancel this TOS at any time. Thank you for your interest and response.

Sincerely,

Anita Fernandez, Division Manager
Information and Control Systems Division

AF:ae

Attachment: TOS A3-16-05

zero waste • one water

AN EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

Recyclable and made from recycled waste



**City of Los Angeles
Department of Public Works
Bureau of Sanitation**

**Pre-Qualified Sanitation On-call Consultant Services Contracts
Related Services Area**

Task Order Solicitation (TOS) A3-16-05

**Oracle Customer Care & Billing Support
July 2016**

1. Background and Issues

The City of Los Angeles Department of Water and Power (DWP) is the billing agent for the City's Bureau of Sanitation. DWP bills for Sanitation's Sewer Service Charge and other various fees associated with the Solid Waste Program. In early September 2013, DWP went live with a new billing system to replace a decades old mainframe based system. The new system is Oracle's Customer Care & Billing System (CC&B). Since go live, DWP has been working on resolving the inevitable billing and related issues that follow a large implementation such as this. LA Sanitation (LASAN) has brought in additional resources to the DWP mitigation team to address the specific LASAN issues.

Continued support is needed by LASAN to resolve the remaining issues with the billing system to ensure that LASAN can provide quality customer service and resolve customer issues in a timely manner.

2. Scope of Services

This Task Order Solicitation (TOS) is to provide one or more persons to work with the DWP issue mitigation team to address Sanitation's issues. The selected consultant will work at the DWP facility in downtown Los Angeles under the direction of DWP's ITS or at the Public Works Building under the direction of LASAN's Financial Management Division. Please structure proposals to provide approximately 12 months of support from a single person. This person should have CC&B experience particularly related to resolving post go live billing and data issues. It would be particularly desirable if the proposed candidate had direct experience with the DWP CC&B implementation. The general tasks required under for this project include, but are not limited to:

- Task 1 – Resolve LASAN related CC&B Billing issues
- Task 2 – Transfer Knowledge to LASAN
- Task 3 – Other related tasks as deemed necessary by LASAN

3. Schedule for Completion of Work

The expected term of engagement is a maximum of 12 months.

4. Solicitation Schedule

Issue Task Order Solicitation.....	July 29, 2016
Solicitation Questions.....	August 5, 2016
Responses to Solicitation Questions, if applicable	August 9, 2016
Proposals due.....	August 12, 2016

5. Proposal Requirements

- **Project Personnel**

The response to this TOS should include the number, function, assigned tasks of this project, and percent of time allocated for these tasks for each personnel, by name.

An organization chart of the proposed project team, including names of individuals and any subcontractors, as well as the local working address of all personnel should be included.

- **Related Experience of Personnel**

Resumes detailing qualifications, including training and specific experience related to this scope of work, for personnel who will perform the contracted work should be included. Expertise, which is required for this TOS, should be emphasized.

- **Specific and Related Experience of Proposer and References**

LASAN is especially interested in firms with expertise in Oracle Customer Care & Billing system, particularly resolving billing and data issues. In addition, involvement with the DWP CC&B implementation is highly desirable. Include a description of current and/or past work performed on projects of a similar nature, which would substantiate the qualifications of the Proposer for the effort specified in this TOS. The statement should include names of clients, a contact person for each client with telephone number, type of project, description of Proposer's activities/role(s), and dates of activities.

The City reserves the right to contact the Proposer's previous clients or any references that develop during the course of the proposal evaluation.

- **Approach to Project**

A narrative noting the Proposer's recommendation for accomplishing the tasks outlined above. In addition to addressing tasks outlined, the proposer should include recommendations that may not have been addressed in this TOS.

- **Project Schedule**

A high level project schedule for the delivery of the services outlined in this TOS including the availability of personnel should be included.

- **Statement of Costs**

Proposers must include cost estimates for the project as outlined in this TOS. The cost estimates should include the estimated number of hours for each person involved and the extended cost based on the hourly rate for that person. Travel costs and other anticipated costs should be listed and totaled separately. This cost estimate must also include grand totals of both hours and dollars for the project as a whole. Flat fee options will be also be considered.

- **Sub-Contractors**

Proposals must include MBE/WBE subcontractors as outlined in your personal services contract with the City. Subcontractor firms that were not listed in your original proposal and in your contract cannot be added without use of an approved outreach program. Details of this outreach can be supplied upon request. Proposers are reminded that proposals must include Schedule A - "MBE/WBE/OBE Subcontractors Information Form" with their proposal as outlined in the contract you have with the City. The City has set anticipated participation levels (APL) as follows: 10% MBE, 2% WBE, 1% SBE, 1% EBE, and 1% DVBE.

- **Additional Considerations**

Areas not addressed in above which the proposer believes to be essential shall be included in the proposal.

6. Proposal Submission

Proposals shall not exceed ten (10) pages, exclusive of cover, dividers, and resumes. Proposals shall be submitted via email no later than 4:00 pm of proposal due date to:

- Anita Fernandez, anita.fernandez@lacity.org

7. Rating Criteria

The following rating criteria will be used to rate the proposals:

Specialized Experience & Technical Competence	40%
Approach to Work	20%
Record of Past Performance	20%
Cost	20%
Total:	100%

8. Contacts

Sanitation's Automation On Call Contract Manager is: Anita Fernandez, Director of Systems, City of Los Angeles, Phone: (213) 485-2238, Email: anita.fernandez@lacity.org

9. Questions

All Task Order Solicitation questions must be submitted in writing by August 5, 2016 to : anita.fernandez@lacity.org.

10. Negative Response Requested

We encourage all contractors to respond to this TOS, however, we realize you may choose not to respond for various reasons. Please assist us in understanding the reason(s) you chose not to submit a proposal for this project by sending an email to : anita.fernandez@lacity.org stating you will not be proposing and brief explanation why (ex. resource availability, other commitments, project unclear, not enough time to respond, etc).

11. Disclaimer

The City may or may not decide to award any or part of this task order based on its sole convenience and shall not be responsible for any solicitation response costs.