



# Revision to ASR and/or Attachments

RECEIVED  
2024 FEB -1 PM 3:14  
CLERK OF THE BOARD  
COUNTY OF ORANGE  
BOARD OF SUPERVISORS

**Date:** 2/1/2024  
**To:** Clerk of the Board of Supervisors  
**CC:** County Executive Office  
**From:** Auditor-Controller *AK* *Frank*  
**Re:** ASR Control #: 23-001163, Meeting Date 2/6/2024, Item No. # 6  
**Subject:** Approve Release of Request for Proposal for Enterprise Resource Planning System

Digitally signed by Frank Kim  
 DN: cn=Frank Kim, o=County of Orange, ou=CEO, email=frank.kim@ocgov.com, c=US  
 Date: 2024.02.01 14:56:09 -0800

Explanation:

Revised Recommended Action(s)

Make modifications to the:

Subject  Background Information  Summary  Financial Impact

Per guidance received from Counsel during the 1/23/24 Board meeting, and subsequent written discussion and guidance on 1/25/24, modify the last paragraph in the Background section as follows:

~~The ERP Project will be governed by the ERP Steering Committee, comprising the Auditor-Controller, the County Chief Financial Officer, and the Chief Deputy Auditor-Controller. The ERP Steering Committee will make major project policy decisions and support a Countywide project team.~~

The Auditor-Controller in conjunction with the CEO shall form a Steering Committee that is collaborative and broadly representative of affected departments, which will be responsible for the governance of the project and incorporating input and support for this Countywide project.

Revised Attachments (attach revised attachment(s) and redlined copy(s))

Attachment A – Request for Proposal 003-2365101-LB

Page 10: Revise deadline for questions, due to the change in RFP release date:

A.9.2: Written questions and requests for clarification must be submitted in OpenGov before 4:00 PM (Pacific Time) on March 7~~28~~, 2024.

Page 10: Revise date for Preproposal Conference, due to the change in RFP release date:

A.10: Pre-Proposal Conference

A Pre-Proposal Conference will be held in person on February 8~~29~~, 2024, at 11 am to provide an overview of the RFP and to answer questions. The conference will be held at the County Administration North building, Multipurpose room, 400 W. Civic Center Dr., Santa Ana, CA, 92701, First Floor Room 101. Attendance at the Pre-Proposal Conference is not mandatory. Official answers to any questions asked during the Pre-Proposal Conference will be provided by Addendum after the meeting.

Page 11: Revise Procurement Schedule (Section begins on page 11), due to the change in RFP release date:

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.

| Procurement Schedule   |   |
|------------------------|---|
| 1/23/2024 2/6/2024     | RFP advertised and released through OpenGov   |
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| 3/7/2024 3/21/2024     | Deadline to submit questions and requests for clarification on the RFP - 4:00 PM (PT) |
| 3/14/2024 3/28/2024    | Answers to submitted questions provided, at the latest                                |
| 4/25/2024              | Proposal Close Date and Time – 4:00 PM (PT)   |
| 5/9/2024 to 5/17/2024  | Proposer Introductory Presentations (remote only via Microsoft Teams)                 |
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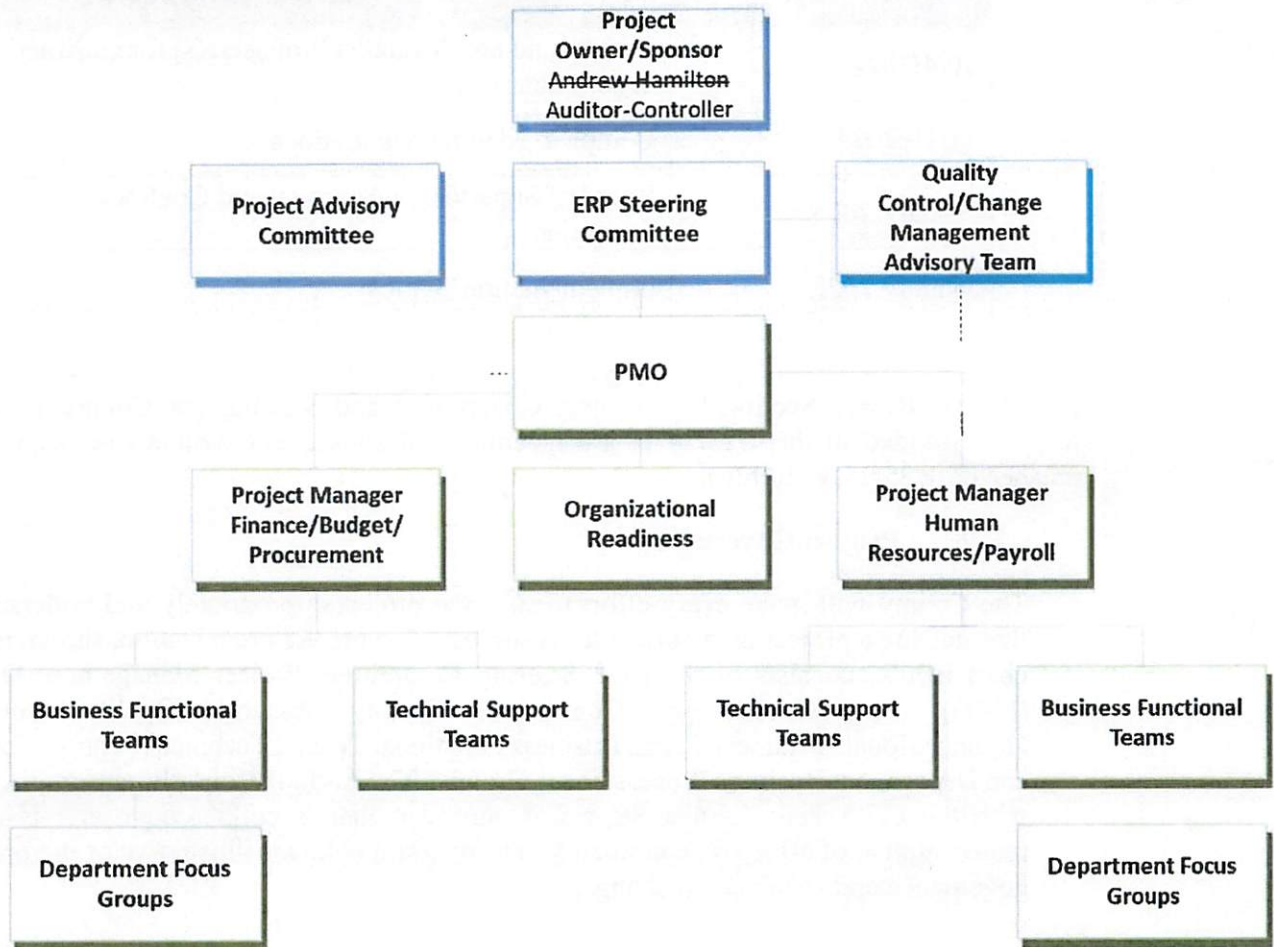
| Procurement Schedule |  |
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| 10/4/2024            | Elevate and notify finalist Proposers(s) for contract negotiations |
| 11/19/2024           | Complete contract negotiations                                     |
| January 2025         | Board of Supervisors Approval and Contract Execution               |
| January 2025         | Implementation Begins  |

Pages 53-57: Revise Section B.9, Project Governance and Staffing per County Counsel direction provided in the 1/23/24 Board meeting, and subsequent written discussion and guidance on 1/25/24, as follows:

**B.9 Project Governance**

The County will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The project organization, shown in the chart below, consists of the ERP Steering Committee, Project Management Office (PMO), Project Advisory Committee, Quality Assurance/Quality Control, Organizational Readiness Team, Business Functional Teams, Technical Support Teams, and Department Business Process Focus Groups. The Auditor-Controller in conjunction with the CEO shall form a Steering Committee that is collaborative and broadly representative of affected departments. The diagram below is illustrative of the project governance and is subject to change.

### Governance Model



#### **Project Owner and Sponsor**

Charter: Sponsor the project by establishing priorities, adopting the project plan, allocating resources, and providing executive oversight and guidance over policy, procedural, and technical issues.

Scope: Serve as the chair of the ERP Steering Committee.

#### **ERP Steering Committee**

Charter: Champion the project; provide direction – does not manage day-to-day project activities; make major project policy decisions; support the project managers and project teams.

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Scope: The ERP Steering Committee will hold regular, periodic meetings for project status and issue discussion. Additional special meetings of the Committee will be called, if necessary if the timing of the next regular business meeting will impact a time-sensitive issue.

Members:

~~County Auditor Controller (Chairperson)~~  
~~Chief Financial Officer, County Executive Office~~  
~~Chief Deputy Auditor Controller~~

**Project Management Office (PMO):**

Charter: Provide day-to-day managerial oversight of the project.

Scope: The PMO will develop, maintain, and execute the project in accordance with the Project Management Plan; work to address project issues; ensure quality assurance reviews of work products; coordinate project and Focus Group staffing; lead research and problem resolution efforts; and communicate with identified Department representatives. The Project Management Office will meet on a biweekly basis with Business Function Team Facilitators to discuss schedules and issues and with the Advisory Committee on an ad-hoc basis to report progress and resolve issues. The Project Manager will conduct status meetings with the ERP Steering Committee on a regular basis with increasing frequency as typically required in the latter stages of the implementation.

Members:

~~Project Manager, ERP Finance/Procurement/Budget~~  
~~Project Manager, ERP HR/Payroll~~  
~~Project Administration~~  
~~Organizational Readiness Manager~~  
~~PMO Manager~~

**Project Advisory Committee**

Charter: Review project team's recommendations, consider options presented, assess impacts to business processes and associated operational and administrative policies and procedures, project scope and schedule, and technical performance; resolve issues and make recommendations to the ERP Steering Committee.

Scope: Advisory Committee members will work with the project implementation team on an ad-hoc basis to provide direction in their respective areas of expertise and responsibility and make recommendations for the resolution of project issues.

Members:

~~Director, Central Accounting Operations, Auditor Controller~~

February 1, 2024

~~Director, Satellite Accounting Operations, Auditor-Controller  
Director, Information Technology, Auditor-Controller  
Budget & Finance Director, County Executive Office  
Chief Human Resources Officer, County Executive Office  
County Procurement Officer, County Executive Office  
Chief Information Officer, County Executive Office~~

**Quality Control/Change Management Advisory Team**

Charter: Advise on ERP implementation best practices, vendor contract compliance, change management standards, and project governance related to ERP implementation; ensure vendor and County deliverables are met and contract requirements are guaranteed.

Scope: The Quality Assurance/Quality Control Advisory Team will report to the ERP Steering Committee and work with the project implementation team to provide input and recommendations.

~~Member: The advisory team will be from an independent consulting firm with expertise and experience in ERP implementation.~~

**Organizational Readiness Team**

Charter: Conduct the required activities to prepare the County for the transformation from the existing ERP to the new ERP.

Scope: The Organizational Readiness Team will report to the PMO to establish leadership buy-in and advocacy for the desired future state, promote adoption, design and execute an organizational communication plan, develop a training approach, and deliver user training.

~~Member: The Organizational Readiness Team will consist of a communication manager and trainers.~~

**Business Functional Teams:**

Charter: Provide implementation leadership in their respective functional areas.

Scope: The Business Functional Teams will work on all areas of the implementation that are within their functional areas of responsibility. This includes clarifying or elaborating on business requirements; providing input on software configurations; documenting workflow; recommending, developing, and updating business procedures and policy changes; drafting test scripts and performing testing; performing quality assurance of system deliverables; reviewing project deliverables for reasonableness and completeness; and developing training curriculum requirements. These teams are responsible for working with identified Department Focus Group representatives and

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the Technical Support Teams as necessary to finalize business recommendations before submitting them to the Project Advisory Committee for its review and decisions.

~~Members: The Business Functional Teams will consist of approximately 16 dedicated, full-time Auditor Controller staff specialized in their respective ERP functions, including, but not limited to, finance, budget, purchasing, human resources management, and payroll.~~

**Technical Support Teams:**

Charter: Conduct the required technical and system activities to implement the ERP.

Scope: The Technical Support Teams will work on areas of the Implementation within their responsibility and technical expertise. This includes data conversion, reports and interfaces, software quality assurance, processing platform, systems configurations, system administration, and technical policy and procedure development. The teams will also participate in the system knowledge transfer and transition from ERP implementation to operational support.

~~Members: The Technical Support Teams will consist of system functional managers, software developers, quality assurance specialists, security managers, database developers, database administrators, system administrators, and platform/data center support staff from the Auditor Controller IT team and other IT teams supporting the County Departments.~~

**Department Focus Groups:**

Charter: Provide department business process insight and business requirements to the Business Functional Teams.

Scope: The Department Focus Groups will be organized on an ad-hoc basis to provide direction in their respective areas of expertise and responsibility and to make recommendations on system capabilities and requirements. They will also participate in process reengineering efforts and perform or coordinate User Acceptance Testing for their departments.

~~Members: Departmental administrative and program staff nominated by Business Functional Teams and recruited by the Project Management Office.~~

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.8 Communication Regarding this RFP**

- A.8.1** 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.8.2** Except as explicitly provided by this RFP in Section A.10 and A.12, 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.9 Questions and Requests for Clarification**

- A.9.1** 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 for the proposed Contract 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 request for clarification to the Deputy Purchasing Agent (DPA), Lorena Bogarin, via OpenGov (RFP # 003-2365101-LB).
- A.9.2** Written questions and requests for clarification must be submitted in OpenGov before 4:00 PM (Pacific Time) on March 7~~28~~, 2024.
- A.9.3** All questions concerning the RFP must reference the RFP section heading.
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- A.9.5** 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.9.6** 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.10 Pre-Proposal Conference**

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### **A.11 Procurement Schedule**

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## A.12 Evaluation Process

- A.12.1** 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.13 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.12.2** Each Proposer passing the Administrative Review will be asked to present an overview of their company and Proposal in a sixty-minute Introductory Presentation via Microsoft Teams. This Introductory Presentation is for informational purposes and will not be scored.
- A.12.3** 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.12.4** Finalist Demonstrations and Interviews: If elevated as a finalist, each Proposer must be prepared to attend a Proposer Demonstration and Interview with the RFP Evaluation Panel within seven (7)

and system configurations, the County expects that the Proposer and County staff will work collaboratively on building the system. All activities related to system configuration, interface development, report creation, or other build tasks should be included in this stage. Specific deliverables expected during this stage include:

- Test scripts based on business process scenarios (use case)

**B.6.6 Testing** – Throughout the process, the County expects to engage in execution of a formal test plan. The test plan will be developed during the project and include testing approach, roles and responsibilities for testing, and clear deadlines and expectations around testing effort. The County expects to engage in detailed conference room pilot testing, unit testing, regression testing, integration testing, parallel testing (payroll), and user acceptance testing. Specific deliverables expected during this stage include:

- Testing plan
- Testing results

**B.6.7 Go Live / Support** – At time for go-live, the County expects that the Proposer will assist with end-user training, work to prepare a cutover plan, and assist with the transition to the new software. Included with go-live could also be assistance for after go-live with management of help-desk type functions. Specific deliverables expected during this stage include:

- Training plan
- End-user training materials and user guides
- Cutover plan
- Final acceptance documentation

## B.7 Interfaces

Interface requirements have been included in with the functional requirements in Attachment 4 – ERP Requirements. Proposers should respond to each functional requirement, including the interface requirements, to identify the proposed scope. Any positive response, “1”, “2”, “3”, or “4”, is considered to be in-scope and all pricing for the proposed scope must be included in the submitted milestone pricing. Interfaces to the County’s existing systems are critical to the project’s success.

## B.8 Data Conversion

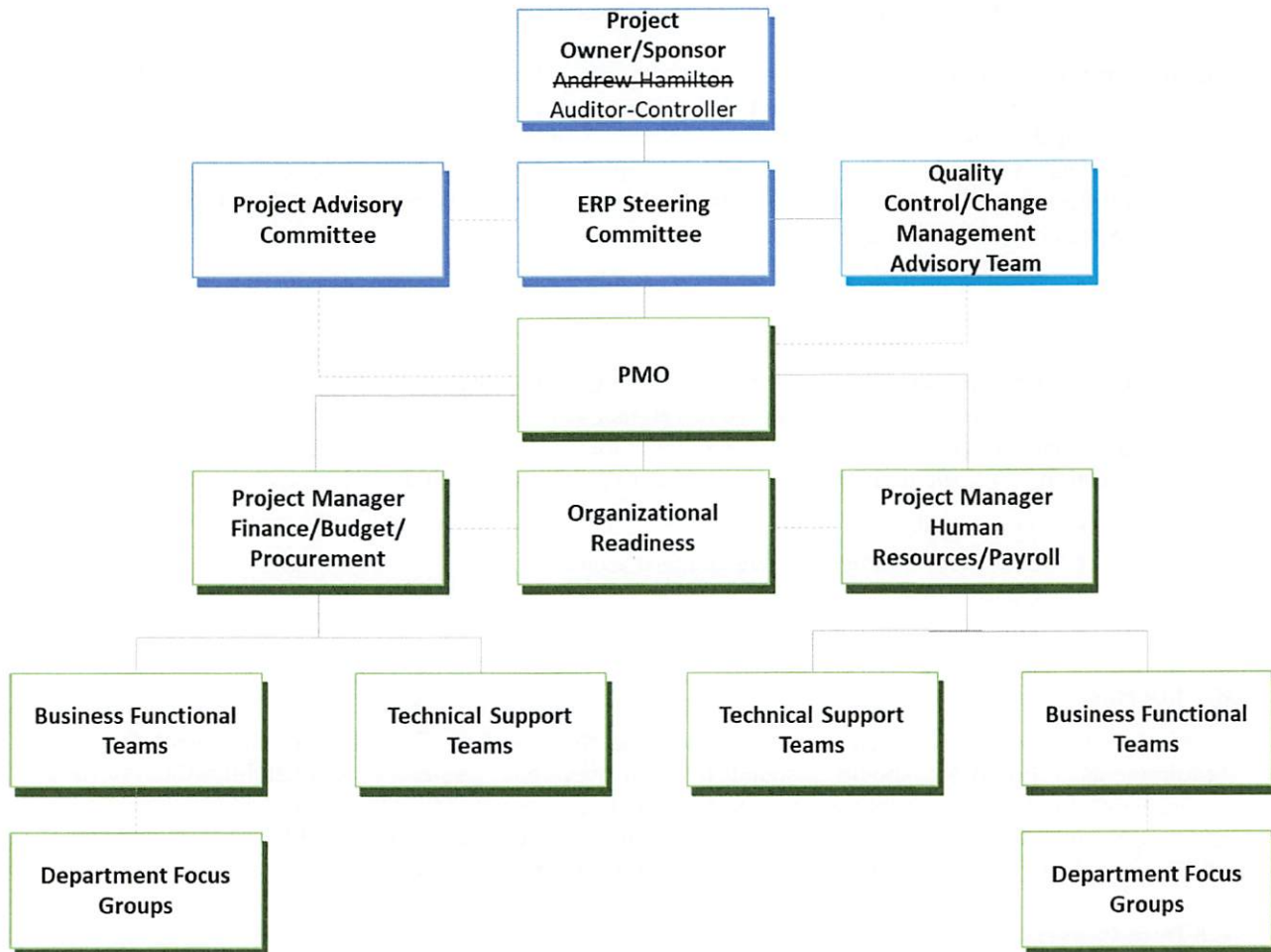
The County understands the level of effort required to convert data and is interested in converting only essential data required for the new system. Data conversion requirements have been included with the functional requirements in Attachment 4 – ERP Requirements. Proposers should respond to each functional requirement, including the data conversion requirements, to identify the proposed scope. Any positive response, “1”, “2”, “3”, or “4”, is considered to be in-scope and all pricing for the proposed scope must be included in the submitted milestone pricing. Data conversion of the County’s existing systems to the new ERP system is critical to the project’s success.

## B.9 Project Governance and Staffing

The County will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The project organization, shown in the chart below, consists of the ERP Steering Committee, Project Management Office (PMO), Project Advisory Committee, Quality Assurance/Quality Control, Organizational Readiness Team, Business Functional Teams, Technical Support Teams, and Department Business Process Focus Groups. **The Auditor-Controller in conjunction with the CEO shall**

form a Steering Committee that is collaborative and broadly representative of affected departments. The diagram below is illustrative of the project governance and is subject to change.

### Governance Model



### Project Owner and Sponsor

**Charter:** Sponsor the project by establishing priorities, adopting the project plan, allocating resources, and providing executive oversight and guidance over policy, procedural, and technical issues.

**Scope:** Serve as the chair of the ERP Steering Committee.

**Member:** Auditor-Controller, County of Orange

### ERP Steering Committee

**Charter:** Champion the project; provide direction – does not manage day-to-day project activities; make major project policy decisions; support the project managers and project teams.

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~~County Procurement Officer, County Executive Office~~

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~~Members: The Business Functional Teams will consist of approximately 16 dedicated, full time Auditor-Controller staff specialized in their respective ERP functions, including, but not limited to, finance, budget, purchasing, human resources management, and payroll.~~

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~~Members: Departmental administrative and program staff nominated by Business Functional Teams and recruited by the Project Management Office.~~

### **B.10 ERP System Support Program**

**Proposer shall provide an ERP System Support Program that, at a minimum, meet the following requirements:**

- B.10.1** Proposer shall provide a Post-Implementation Plan to ensure adequate production support for operational activities, including day-to-day tasks activities and scheduled processing cycles.
- B.10.2** Proposer shall provide all ERP System Software maintenance and warranty Updates, Upgrades, patches, fixes, etc. at no additional cost.
- B.10.3** Proposer's Software maintenance and warranty services will extend to all configurations, workflow development, and report development efforts included in the solution implementation.
- B.10.4** Proposer shall provide a four-hour turnaround for issues affecting business-critical operations. And less than 24-hour turnaround issue fix support for general ERP System Software Incidents
- B.10.5** On-Call Support - During the term of the Contract, Contractor shall provide phone/online support to identify and correct issues between releases from 6 am to 7 pm PT, Monday through Sunday.
- B.10.6** Any end-to-end system processing cycle required for County business shall be completed outside of the ERP System Operating Hours. Processing status at each checkpoint shall be automatically sent to County ERP support team. If the processing abends, an automated email notification to the County ERP support team shall be sent. Issues will need to be resolved in accordance with the Service Level Requirements in accordance with Attachment 9 – Proposed Service Level Agreement.

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.

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- A.12.3** 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.12.4** Finalist Demonstrations and Interviews: If elevated as a finalist, each Proposer must be prepared to attend a Proposer Demonstration and Interview with the RFP Evaluation Panel within seven (7)



and system configurations, the County expects that the Proposer and County staff will work collaboratively on building the system. All activities related to system configuration, interface development, report creation, or other build tasks should be included in this stage. Specific deliverables expected during this stage include:

- Test scripts based on business process scenarios (use case)

**B.6.6 Testing** – Throughout the process, the County expects to engage in execution of a formal test plan. The test plan will be developed during the project and include testing approach, roles and responsibilities for testing, and clear deadlines and expectations around testing effort. The County expects to engage in detailed conference room pilot testing, unit testing, regression testing, integration testing, parallel testing (payroll), and user acceptance testing. Specific deliverables expected during this stage include:

- Testing plan
- Testing results

**B.6.7 Go Live / Support** – At time for go-live, the County expects that the Proposer will assist with end-user training, work to prepare a cutover plan, and assist with the transition to the new software. Included with go-live could also be assistance for after go-live with management of help-desk type functions. Specific deliverables expected during this stage include:

- Training plan
- End-user training materials and user guides
- Cutover plan
- Final acceptance documentation

## B.7 Interfaces

Interface requirements have been included in with the functional requirements in Attachment 4 – ERP Requirements. Proposers should respond to each functional requirement, including the interface requirements, to identify the proposed scope. Any positive response, “1”, “2”, “3”, or “4”, is considered to be in-scope and all pricing for the proposed scope must be included in the submitted milestone pricing. Interfaces to the County’s existing systems are critical to the project’s success.

## B.8 Data Conversion

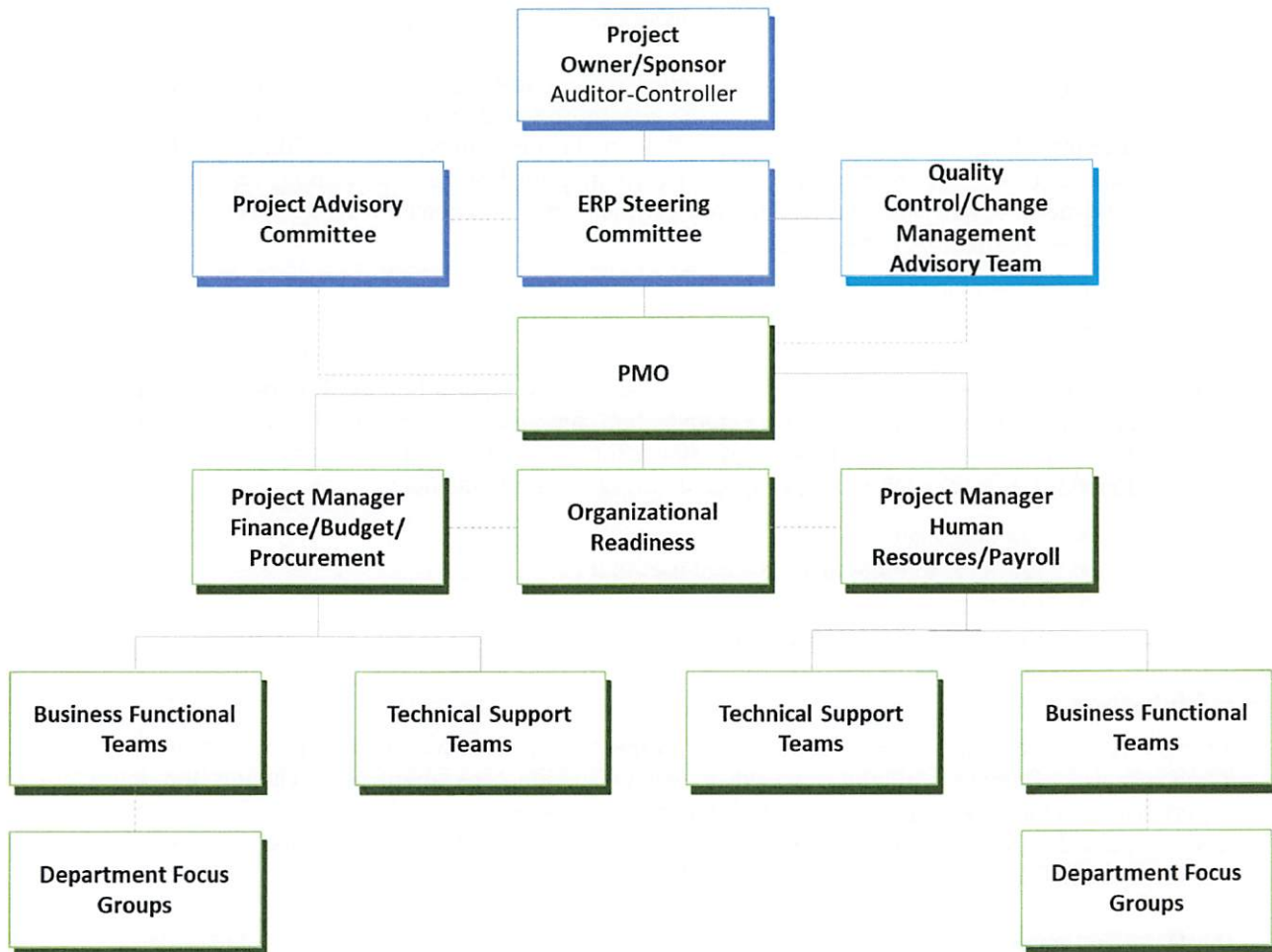
The County understands the level of effort required to convert data and is interested in converting only essential data required for the new system. Data conversion requirements have been included with the functional requirements in Attachment 4 – ERP Requirements. Proposers should respond to each functional requirement, including the data conversion requirements, to identify the proposed scope. Any positive response, “1”, “2”, “3”, or “4”, is considered to be in-scope and all pricing for the proposed scope must be included in the submitted milestone pricing. Data conversion of the County’s existing systems to the new ERP system is critical to the project’s success.

## B.9 Project Governance and Staffing

The County will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The project organization, shown in the chart below, consists of the ERP Steering Committee, Project Management Office (PMO), Project Advisory Committee, Quality Assurance/Quality Control, Organizational Readiness Team, Business Functional Teams, Technical Support Teams, and Department Business Process Focus Groups. The Auditor-Controller in conjunction with the CEO shall

form a Steering Committee that is collaborative and broadly representative of affected departments. The diagram below is illustrative of the project governance and is subject to change.

### Governance Model



### Project Owner and Sponsor

**Charter:** Sponsor the project by establishing priorities, adopting the project plan, allocating resources, and providing executive oversight and guidance over policy, procedural, and technical issues.

**Scope:** Serve as the chair of the ERP Steering Committee.

### ERP Steering Committee

**Charter:** Champion the project; provide direction – does not manage day-to-day project activities; make major project policy decisions; support the project managers and project teams.

**Scope:** The ERP Steering Committee will hold regular, periodic meetings for project status and issue discussion. Additional special meetings of the Committee will be called, if necessary if the timing of the next regular business meeting will impact a time-sensitive issue.

#### **Project Management Office (PMO):**

**Charter:** Provide day-to-day managerial oversight of the project.

**Scope:** The PMO will develop, maintain, and execute the project in accordance with the Project Management Plan; work to address project issues; ensure quality assurance reviews of work products; coordinate project and Focus Group staffing; lead research and problem resolution efforts; and communicate with identified Department representatives. The Project Management Office will meet on a biweekly basis with Business Function Team Facilitators to discuss schedules and issues and with the Advisory Committee on an ad-hoc basis to report progress and resolve issues. The Project Manager will conduct status meetings with the ERP Steering Committee on a regular basis with increasing frequency as typically required in the latter stages of the implementation.

#### **Project Advisory Committee**

**Charter:** Review project team's recommendations, consider options presented, assess impacts to business processes and associated operational and administrative policies and procedures, project scope and schedule, and technical performance; resolve issues and make recommendations to the ERP Steering Committee.

**Scope:** Advisory Committee members will work with the project implementation team on an ad-hoc basis to provide direction in their respective areas of expertise and responsibility and make recommendations for the resolution of project issues.

#### **Quality Control/Change Management Advisory Team**

**Charter:** Advise on ERP implementation best practices, vendor contract compliance, change management standards, and project governance related to ERP implementation; ensure vendor and County deliverables are met and contract requirements are guaranteed.

**Scope:** The Quality Assurance/Quality Control Advisory Team will report to the ERP Steering Committee and work with the project implementation team to provide input and recommendations.

#### **Organizational Readiness Team**

**Charter:** Conduct the required activities to prepare the County for the transformation from the existing ERP to the new ERP.

**Scope:** The Organizational Readiness Team will report to the PMO to establish leadership buy-in and advocacy for the desired future state, promote adoption, design and execute an organizational communication plan, develop a training approach, and deliver user training.

#### **Business Functional Teams:**

**Charter:** Provide implementation leadership in their respective functional areas.

Scope: The Business Functional Teams will work on all areas of the implementation that are within their functional areas of responsibility. This includes clarifying or elaborating on business requirements; providing input on software configurations; documenting workflow; recommending, developing, and updating business procedures and policy changes; drafting test scripts and performing testing; performing quality assurance of system deliverables; reviewing project deliverables for reasonableness and completeness; and developing training curriculum requirements. These teams are responsible for working with identified Department Focus Group representatives and the Technical Support Teams as necessary to finalize business recommendations before submitting them to the Project Advisory Committee for its review and decisions.

**Technical Support Teams:**

Charter: Conduct the required technical and system activities to implement the ERP.

Scope: The Technical Support Teams will work on areas of the Implementation within their responsibility and technical expertise. This includes data conversion, reports and interfaces, software quality assurance, processing platform, systems configurations, system administration, and technical policy and procedure development. The teams will also participate in the system knowledge transfer and transition from ERP implementation to operational support.

**Department Focus Groups:**

Charter: Provide department business process insight and business requirements to the Business Functional Teams.

Scope: The Department Focus Groups will be organized on an ad-hoc basis to provide direction in their respective areas of expertise and responsibility and to make recommendations on system capabilities and requirements. They will also participate in process reengineering efforts and perform or coordinate User Acceptance Testing for their departments.

## **B.10 ERP System Support Program**

**Proposer shall provide an ERP System Support Program that, at a minimum, meet the following requirements:**

- B.10.1** Proposer shall provide a Post-Implementation Plan to ensure adequate production support for operational activities, including day-to-day tasks activities and scheduled processing cycles.
- B.10.2** Proposer shall provide all ERP System Software maintenance and warranty Updates, Upgrades, patches, fixes, etc. at no additional cost.
- B.10.3** Proposer's Software maintenance and warranty services will extend to all configurations, workflow development, and report development efforts included in the solution implementation.
- B.10.4** Proposer shall provide a four-hour turnaround for issues affecting business-critical operations. And less than 24-hour turnaround issue fix support for general ERP System Software Incidents
- B.10.5** On-Call Support - During the term of the Contract, Contractor shall provide phone/online support to identify and correct issues between releases from 6 am to 7 pm PT, Monday through Sunday.
- B.10.6** Any end-to-end system processing cycle required for County business shall be completed outside of the ERP System Operating Hours. Processing status at each checkpoint shall be automatically sent to County ERP support team. If the processing abends, an automated email notification to the

County ERP support team shall be sent. Issues will need to be resolved in accordance with the Service Level Requirements in accordance with Attachment 9 – Proposed Service Level Agreement.