



CITY OF LOS ANGELES

REQUEST FOR PROPOSALS FOR LATAX TRANSFORMATION
INITIATIVE

Request for Proposal (RFP) at a Glance

All times listed herein reflect Pacific Time.

Release Date	March 27, 2025
Deadline to Protest RFP Content	April 3, 2025, No later than 4:00 PM Content Protests are to be submitted via the Question Portal Link under the topic area selection RFP Content Protest.
RFP Submission Deadline	May 20, 2025, No later than 4:00 PM
Submission of Questions	April 25, 2025, No later than 4:00 PM Proposers may submit questions regarding this RFP via the following Google Sheet question link: LATAX Transformation Initiative RFP Question Form . All questions responses will be made available to all potential Proposers on the RAMPLA website at: www.rampla.org . No individual answers will be given.
Project Manager Contract Administrator	Project Manager: Ben Hua, ben.hua@lacity.org Contract Coordinator: Ricardo Estrada, ricardo.estrada@lacity.org
Proposal Delivery	The City will not accept any hard copy responses, including hand-delivery, USPS, or mail courier. All solicitation responses must be received by the deadline stated above, submitted electronically through www.rampla.org , via the RFP-LATAX Transformation Initiative opportunity, RAMP ID 220355, AND via Hightail to ben.hua@lacity.org with a copy to ricardo.estrada@lacity.org
Mandatory Proposers' Conference	April 22, 2025 at 1:00 PM Google Conference link: LATAX Transformation Initiative Mandatory Proposers' Conference Failure to attend the virtual Proposer's conference will result in disqualification of your proposal from further consideration. Note: Proposers' conference will NOT include a live question and answer

	session. All questions are to be submitted via the question link provided above.
Business Inclusion Program (BIP) Outreach Deadline	May 6, 2025 12:00 AM Potential Proposers that Fail to complete the BIP Outreach requirements by the deadline shall be considered non-responsive, and any subsequent proposal submission will not be reviewed or considered
Protest Filing Deadline and Address	Five (5) Days after Notification of Results are mailed (i.e., postmark date)

For more information on the City's business outreach opportunities, visit www.rampla.org

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1.0 Introduction and Background

1.1 About the City of Los Angeles and Office of Finance

The City of Los Angeles, California (City) is the second most populous city in the United States with an estimated population of approximately 3.8 million residents as of 2024. The City is the principal city of a metropolitan region stretching from the City to Ventura to the north, the City of San Clemente to the south, the City of San Bernardino to the east, and the Pacific Ocean to the west. The City expends several billion dollars a year for goods, services, and other purchases. On an annual basis, the City's Office of Finance delivers services to roughly 500,000 businesses and collects over \$3 billion in proceeds from various sources including taxes, licenses, fees, and permits which fund numerous essential municipal services to City residents and businesses. From tax discovery efforts to customer support, the Office of Finance plays a critical role in ensuring a steady flow of funds to sustain City operations and services.

1.2 Background

The Office of Finance ("Finance") is embarking on a transformative journey to modernize its tax administration system, LATAX. The current LATAX system is crucial for managing essential compliance functions such as registering new business accounts, renewing existing ones, processing bill payments, and facilitating related tasks. However, as the demands on the system have grown, its limitations have become increasingly apparent which have impacted operational efficiency and user satisfaction.

Finance envisions a tax management solution that will deliver a trusted and efficient tax and permit collection and compliance system that incorporates an innovative, modern and adaptable system that delivers outstanding customer experience and outcomes. The solution should thus accomplish several key strategic objectives:

1. Meet customer expectations for a seamless experience through enhanced self-service capabilities with modern, innovative solutions.
2. Streamline, automate, and integrate processes and systems to improve accuracy, efficiency, and productivity for City staff.
3. Enhance system performance, resiliency, security, features, and capabilities.

1.3 Services Solicited

The City has long been committed to excellence in fiscal administration, striving for the highest standards of performance and accountability. As part of its continuing efforts to ensure operational and management excellence, the City is inviting competitive proposals from qualified and experienced individuals or organizations to provide an Integrated Tax Solution (Solution) and associated implementation services to provide the comprehensive processing and tax administration functionality needed to achieve the City's strategic objectives of technological advancement and operational efficiency. The City's objective in requesting proposals is thus to select a service provider that can offer the highest quality of service at a reasonable cost.

1.4 Eligible Proposers

Proposals will be accepted only from individuals or organizations that meet the following criteria. Proposers must:

1. Has started or completed at least three (3) tax modernization projects within the last seven (7) years for public sector organizations that are similar or greater in size, scope, or complexity to the requirements outlined in this RFP.
2. Be financially solvent and appropriately capitalized to be able to serve the City and is not currently involved in bankruptcy proceedings under federal bankruptcy law as a debtor or any state insolvency law or regulation.
3. The City will enter into an agreement only with entities that are in good standing with the California Secretary of State.

2.0 Scope of Work

Please refer to Appendix B – Scope of Work for details on requested products and services. The City reserves the right to add and/or delete any other areas it may identify in the course of this solicitation to be included as a specific task.

3.0 Contract Term

The City, subject to the approval of the Mayor and City Council, anticipates execution of a contract with an initial term of five (5) years, during which time the cost outlined in the successful proposal shall remain fixed. The contract, at the City's discretion, may be extended for three (3) optional five (5) year terms if both Parties agree to execute the extension option(s). The City reserves the right to execute a contract of a shorter term.

4.0 Project Budget

The City receives budgeted resources on an annual basis. The FY2025-26 Adopted Budget is not yet approved by the Mayor and City Council. Although, it is estimated that available funding for FY2025-26 will be between \$5 million and \$14 million it is estimated that the total project budget will be between \$30 million and \$45 million over a period of three years. Future year costs are estimated to be between \$2 million and \$4 million.

There is no guarantee that the estimated amounts, or future budget year amounts, will be fully funded or expended. The City reserves the right to fund in whole or part any portion of Proposer's proposal.

4.1 Alternative Compensation & Financing Models

The City is interested in exploring proposals outlining potential financing structures, terms, and associated costs. Offerors are encouraged to present one or more financing solutions, including but not limited to:

- **Term Loans** – Fixed or variable-rate loan structures with various repayment schedules.
- **Alternative Financing Structures** – Any innovative or customized financing solutions that meet the City's objectives.

Offerors should specify the flexibility of their financing products, including potential variations in interest rates, requirements, prepayment terms, and any other key conditions.

Interested Offerors may provide a separate document (labeled “Alternative Financing Firm Name”) outlining the options for the City's consideration along with a summary of their respective experience in providing these options to other government entities.

5.0 Schedule of RFP Process

This schedule indicates estimated dates for the RFP Process as posted on the Regional Alliance Marketplace for Procurement (RAMPLA, www.rampla.org). The City may adjust the schedule as needed. All times reflect Pacific Time.

RFP Release on RAMP	Thursday, March 27, 2025
Deadline to Protest RFP Content	Thursday, April 3, 2025, 4:00 PM
Mandatory Attendance – Pre-Proposal Conference (Virtual)	Tuesday, April 22, 2025 1:00 PM
Final Day to Submit Written Questions	Thursday, April 25, 2025 4:00 PM
BIP Outreach Completion	Tuesday, May 6, 2025 at 12:00 AM
Proposal Due Date	Tuesday, May 20, 2025 4:00 PM

5.1 Mandatory Proposers' Conference

The City has scheduled a Mandatory Proposers' Conference to provide assistance to prospective Proposers in the interpretation of the RFP, scope, or any other terms and conditions. The Mandatory Conference will be held on April 22, 2025 at 1:00PM Pacific Time via this Google Conference link: [LATAX Transformation Initiative Mandatory Proposers' Conference](#)

The City will make a presentation. The conference will not have a live question and answer session, All questions must be submitted via the LATAX Transformation Initiative Question Form prior to the question submission deadline. City responses will be posted on RAMPLA for all potential bidders to review. City staff will not provide assistance regarding a Proposer's individual bid.

Failure to attend the virtual Proposer's conference will result in disqualification of your proposal from further consideration.

5.2 Technical Assistance

With the exception of the Proposers' Conference, all technical assistance questions must be submitted on snow.lacity.org/rampla. In addition, send an email notification of the technical issue to ben.hua@lacity.org and ricardo.estrada@lacity.org for awareness of the technical issue Please identify the RFP title on the email subject line to ensure prompt attention from the appropriate City staff.

To ensure a fair and consistent distribution of information, all questions will be answered by a Question-and-Answer (Q&A) Addendum(s) available on the RAMPLA website: <https://www.rampla.org>. No individual answers will be given. The Q&A Addendum(s) will be uploaded regularly until all questions are answered to ensure the prompt delivery of information.

6.0 Proposal Submission and Content

6.1 Deadline for Submission of Proposals

All responses must be received no later than May 20, 2025, no later than 4:00PM PT. Proposals submitted after the Proposal Submission Deadline shall be considered late and non-responsive and will not be reviewed or considered. Timely submission of proposals is the sole responsibility of the Proposer. Proposers are encouraged to submit proposals well in advance of the proposal submission deadline.

The City will not accept any hard copy responses, including hand-delivery, USPS, or mail courier. All proposals must be submitted by the deadline stated above through RAMPLA, <https://www.rampla.org>, via the RFP opportunity, RAMP ID# 220355 AND via Hightail to ben.hua@lacity.org with a copy to Ricardo.estrada@lacity.org. The file name must contain: the respondent company name, RFP RAMP ID#, and project name (e.g. [Firm Name], RAMP ID# 220355, LATAX Transformation Initiative).

Any technical assistance questions related to RAMPLA proposal submission must be submitted on <https://snow.lacity.org/rampla>. In addition, send an email notification of the technical issue to ben.hua@lacity.org and ricardo.estrada@lacity.org for awareness of the technical issue. Identify the RFP title on the email subject line to ensure prompt attention from the appropriate City staff.

Hightail offers registration for a free account that allows senders to send files with a maximum size of 100MB. Senders will receive an email confirmation of and the recipient will receive a link to the files. The City will confirm the receipt of proposals to senders by email outside of Hightail. Access to the files will expire after a certain amount of days (auto-generated by the system).

Any technical difficulties encountered while submitting a proposal through Hightail must be reported immediately to both ben.hua@lacity.org and ricardo.estrada@lacity.org. The e-mail notification must be received prior to the Proposal due date/time and must include the following:

1. Organization (or individual) name and contact information;
2. Description of difficulties encountered including screenshots or other information to document the technical issue encountered; and
3. Description and supporting documentation, if applicable, of attempts to troubleshoot with Hightail.

If the above procedures are not followed as stipulated or insufficient evidence of technical issues with proposal submission is provided, the City may determine the firm as non-response and disqualified from further consideration.

6.2 Format of Proposals

Part 1, Proposal - All information and documentation requested in Attachment 1 – Proposal Response Template shall be submitted together and shall not exceed two-hundred (200) pages, excluding attachment submissions.

Pages in excess of the stated limits will not be read and will not be considered in scoring.

Emphasis should be on completeness and clarity of content with sufficient detail to allow for accurate evaluation and comparative analysis.

Part 2, Redacted Proposal – Copy of the proposal redacted with information that the Proposer deems to be confidential or proprietary business information. The redacted version of the proposal may be available for public records requests to all interested parties.

Part 3, Mandatory City Contracting Requirements – All City Contracting Requirements specified in Appendix A (Section I) must be submitted in a separate PDF document AND submitted electronically via RAMPLA (as electronically accessible). Part 3 is not included in the 200-page limit.

6.3 General Preparation Guidelines

Proposals shall be based only on the material contained in the RFP, Proposers’ Conference responses, amendments, addenda, and other material published by the City related to the RFP. The Proposer shall disregard any previous draft material and oral representations that may have been obtained by the Proposer. Proposals shall be submitted in accordance with the requirements set forth in this RFP. It is requested that the proposal be prepared economically to avoid the use of unnecessary promotional material.

If a Proposer does not follow these instructions and/or information is omitted or a required attachment is not submitted, the Proposer/bidder may be determined to be nonresponsive and excluded from the review process.

1. The proposal must be submitted in the legal name of the firm, corporation, or individual. An authorized representative of the Proposer organization who has legal authority to bind the organization in contract with the City must sign the proposal. Consortiums, joint ventures, or teams submitting proposals will not be considered responsive unless it is established that all contractual responsibility rests solely with one Proposer or one (1) legal entity. The proposal must identify the responsible entity;
2. Proposers must submit documents and information as specified in Attachment 1 – Proposal Response Template;
3. Each page of the proposal, including attachments, must be numbered sequentially at the bottom of the page to indicate Page__of__;
4. Answers to any questions presented in the RFP should be as concise as possible while providing all the information requested; and
5. In completing the narratives and attachments, including the fee schedule, please include and clearly identify the services to be provided by and the demonstrated ability of subcontractors, if any.

6.4 Documents to be Completed and Submitted

Proposers must complete and submit all of the attachments and certification forms listed in the table below. Do not assume that any document is not applicable. If the Proposer does not follow all the instructions and/or requirements in this RFP, the Proposer may be determined to be nonresponsive and excluded from the review.

Required Forms/Attachments	Description
Proposal Narrative	Use Attachment 1 – Proposal Response Template as the Proposal format for the Proposal response to this RFP, Submit as “Proposal Narrative – Firm Name.”

Required Forms/Attachments	Description
Attachment 2 – Implementation Services Requirements	Complete this document as instructed and submit as “Attachment 2 – Firm Name”.
Attachment 3 – Functional and Technical Requirements	Complete this document as instructed and submit as “Attachment 3 – Firm Name.”
Attachment 4 – Key Personnel	Complete this document as instructed and submit as “Attachment 4 – Firm Name.”
Attachment 5 – Staffing Plan	Complete this document as instructed and submit as “Attachment 5 – Firm Name.”
Attachment 6 – Cost Proposal	Complete this document as instructed and submit as “Attachment 6 - Firm Name.”

6.4.1 Appendix A – City Contracting Requirements

Submit all documents with the proposal **AND** through RAMPLA (as electronically available for submission), as specified in Appendix A, Sections I and II.

7.0 Evaluation Criteria

An Evaluation Committee, appointed by the Director of Finance, will evaluate each proposal in accordance with the RFP’s requirements. Proposals shall be determined eligible for review and scoring based on the responsiveness and factuality or verifiability of the proposal documentation and information. If further information is desired, Proposers may be requested to make additional written submissions to the City or may be requested to make oral presentations to the Evaluation Committee. Proposals shall be evaluated based on the criteria described below:

	Criteria	Weight
1	Vendor Qualifications <ul style="list-style-type: none"> ▪ Offeror’s experience and past performance, including references ▪ Key Personnel Qualifications 	25
2	Requirements (Technical and Functional) <ul style="list-style-type: none"> ▪ Requirements’ Satisfaction ▪ Support the City’s Unique Needs ▪ Integrations ▪ Data Analytics ▪ Security ▪ Scalability 	20
3	Implementation Services <ul style="list-style-type: none"> ▪ Implementation Approach and Schedule 	20

	Criteria	Weight
4	Production Services & Customer Support <ul style="list-style-type: none"> ▪ Hosted environment and hosting capabilities ▪ Adaptability ▪ Maintenance and Upgrades ▪ Ongoing Support ▪ Product Roadmap & Strategic Direction 	20
5	Price <ul style="list-style-type: none"> ▪ Total Cost of Ownership ▪ Financing Options 	15
TOTAL		100

The City reserves the right to:

- Require a pre-award interview, site inspection, and/or telephone conference call with Proposers;
- Select more than one (1) contractor as a result of this RFP; and
- Modify the City’s objectives and requirements at any point during the period prior to submittal deadlines (by RFP Addendum) without liability, obligation, or commitment to any party, firm, or organization for costs incurred in responding to this RFP, RFP Addendums, or subsequent modifications of the City’s terms and conditions prior to execution of a contract.

The City’s decision to award a contract(s) will be based on the stated evaluation criteria.

Proposals will be evaluated against others proposing to provide the same services and to independent cost estimates. The Proposer with the best combination of quality, price, and various qualitative elements of required services based on the RFP criteria and that also satisfies all City contracting requirements will be recommended for selection. Selection is not restricted to the lowest offer or bid. The lowest-cost Proposer may not be determined to be the best Proposer when all the evaluation factors have been considered.

8.0 Evaluation and Selection Process

8.1 Mandatory Requirements

All proposals will be reviewed by the City to determine if the proposals contain minimum essential requirements outlined in the RFP, including instructions governing submission and format and compliance with Mandatory City Contracting Requirements, including the outreach requirements of the Business Inclusion Program (BIP) (Refer to Appendix A, Section I.A.). Those Proposals deemed non-responsive will be notified in writing.

8.2 Proposal Review Process and Scoring

An Evaluation Committee, comprised of at least three (3) evaluators, will rank all responsive proposals with respect to the evaluation criteria. The successful Proposer(s) will be named after the proposals and presentations, if requested, are evaluated to select the most qualified

Proposer(s). Report and recommendations will be made by the panel to the Director of Finance and will be forwarded to the Mayor and City Council for approval.

8.3 Proposal Review Process

The proposal review process shall include the following major activities to ensure that the procurement meets audit standards:

1. All proposals shall be reviewed to determine that the minimum eligibility requirements are met. Ineligible Proposers will be informed in writing;
2. All eligible proposals shall be reviewed, scored, and ranked;
3. Each eligible proposal shall be reviewed for costs that are reasonable, allowable, necessary, and competitive, as measured by a review of the line-item budget, and its competitive standing as compared to all other Proposals;
4. A proposal's fee schedule pricing will be judged based on its proximity to the City's competitive market value pricing and other Proposers' pricing;
5. At the City's sole discretion, oral interviews may be held with top-scoring Proposers. The results of the oral review may determine the final funding recommendations; and,
6. Proposers shall be notified in writing about funding recommendations and evaluation results.

8.4 Proposal Evaluation of Finalists

Proposers may be required to make oral presentations to the Evaluation Committee and should be prepared to have key management personnel available for these interviews.

8.5 Evaluation by Forced Ranking

Each Evaluation Committee member shall rank all proposals from highest to lowest based on the final scores he or she gave to each Proposer. Each Committee member shall turn in both their final scores and summarize the ranking. Proposers with the highest-ranking average rank (with each Committee member's ranking weighed equally) shall be recommended. In the event of a tie, the Committee shall submit tied Proposers to the Director of Finance to make the final recommendation. The Director of Finance is the final decision maker at Finance and will submit Finance's recommendation to the Mayor and City Council.

8.6 Local Business Preference Program

Proposers may be eligible for additional evaluation points if located within the City of Los Angeles under the Local Business Preference Program. To qualify, a firm must be certified by the Bureau of Contract Administration, Office of Contract Compliance and identified on RAMP prior to the Proposal Submission Deadline. More details can be found in Appendix A, Section M [Local Business Preference Program] or bca.lacity.org/BIS-Program-and-Local-Business-Preference.

9.0 Submission Terms

9.1 Acceptance of Terms and Conditions

Submission of a proposal pursuant to this RFP shall constitute acknowledgment and acceptance of all terms and conditions hereinafter set forth in this RFP unless otherwise expressly stated in the proposal.

9.2 Conference During the Proposal Period

After the Proposal Submission Deadline and continuing until a contract has been awarded, all City personnel involved in the project are directed NOT to hold any meetings, conferences or technical discussions with any Proposer except as provided for in the RFP. Proposers shall not communicate in any manner with City personnel regarding the RFP or the proposals during this period of time, unless authorized, in writing, by the Evaluation Committee. Failure to comply with this requirement will automatically terminate further consideration of that bidder's proposal.

9.3 Costs Incurred by Proposers

All costs of proposal preparation shall be borne by the Proposer. The City shall not, in any event, be liable for any pre-contractual expenses incurred by Proposers in the preparation and/or submission of the proposals. Proposals shall not include any such expenses as part of the proposed budget.

9.4 Best Offer

The proposal shall include the Proposer's best terms and conditions. Submission of the proposal shall constitute a firm and fixed offer to the City that will remain open and valid for three hundred sixty-five (365) days.

9.5 Accuracy and Completeness

The proposal must set forth accurate and complete information as required in this RFP. Unclear, incomplete, and/or inaccurate documentation may not be considered. Falsification of any information may result in disqualification.

If the Proposer knowingly and willfully submits false performance or other data, the City reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance or other data submitted in response to this RFP, the City reserves the right to terminate the contract.

Unnecessarily elaborate or lengthy proposals or other presentations beyond those needed to give a sufficient, clear response to all the RFP requirements are not desired.

9.6 Omissions and/or Deviations

Any omissions and/or deviations from this proposal must be listed with complete explanations.

Proposals will be considered for materials or services deviating from the specifications if such products comply substantially with the specifications. Each deviation from the specifications must be stated in a letter attached to your proposal. If provisions of the specifications restrict a Proposer from bidding, that Proposer may request in writing that the specifications be modified.

Such request must be received by the Project Manager and Contract Coordinator at least fifteen (15) business days before the Proposal Submission Deadline. All Proposers will be notified by Addendum of any approved change in the specifications.

Finance shall be the sole determiner of substantial compliance with specification. Failure to submit or disclose deviations from the RFP specifications will make the proposal non-responsive.

9.7 Withdrawal of Proposals

The Proposer may withdraw a submitted proposal in writing at any time before the specified Proposal Submission Deadline. A written request, signed by an authorized representative of the firm must be submitted to the Project Manager and Contract Coordinator. After withdrawal of a previously submitted proposal, the Proposer may submit another proposal at any time up to the Proposal Submission Deadline.

10.0 Proposal Appeal Process

The City will notify all Proposers of the results of the proposal evaluations, and of their right to file an appeal. Proposers may make an appeal of procedural issues regarding non-responsiveness and/or final award of contract.

A protest based on non-selection alone or disagreement with the award of the contract is not sufficient grounds for a protest.

1. Appeals shall be submitted via email to ricardo.estrada@lacity.org within five (5) business days from the date that the notification was emailed identifying the specific reason for the appeal.
2. Appeals may not be more than three (3) pages and shall request an appeals review be granted. Written appeals must include the following information:
 - a. The name, address and telephone number of the Proposer;
 - b. The name/title of RFP to which the organization responded;
 - c. Detailed statement of the grounds for appeal.
3. Appeals may not include any new or additional information that was not submitted with the original proposal. Only one (1) appeal per proposal will be permitted. All appeals and protests must be submitted within the time limits set forth in this Section.
4. A panel composed of selected staff will review the appeal for this RFP. After the close of the hearing the panel shall make a final determination for the protest, and shall award the contract accordingly or reject all proposals. If the panel cannot come to a consensus, the Director of Finance shall make the final decision. The decision of the panel or the Director will be the Office of Finance's final recommendation.

11.0 General City Reservations

11.1 Submission Deadline

The City reserves the right to extend the Proposal Submission Deadline should this be in the interest of the City. Proposers have the right to revise their proposals in the event that the deadline is extended.

11.2 Withdrawal of RFP

The City reserves the right to withdraw this RFP at any time without prior notice. The City makes no representation that any contract will be awarded to any Proposer responding to the RFP. The City reserves the right to reject any or all submissions.

11.3 Reissue of RFP

If an inadequate number of proposals is received or the proposals received are deemed non-responsive, not qualified, or not cost effective, the City may at its sole discretion reissue the RFP or execute a sole-source contract with a vendor.

11.4 Changes of Proposals

The City shall review and rate submitted proposals. The Proposer may not make any changes or additions after the deadline for receipt of proposals. The City reserves the right to request additional information or documentation, as it deems necessary.

11.5 Verification of Proposal Information

The City reserves the right to verify all information in the proposal. If the information cannot be verified, and if the errors are not willful, the City reserves the right to reduce the rating points awarded.

11.6 Minor Defects

The City reserves the right to waive minor defects in the proposal in accordance with the City Charter.

11.7 Project Personnel

If the selection of the Proposer is based in part on the qualifications of specific key individuals named in the proposal, the City must approve in advance any changes in the key individuals or the percentage of time they spend on the project. The City reserves the right to have the contractor replace any project personnel.

11.8 Rejection of Proposals

The City reserves the right to reject any or all proposals, to reject unapproved alternate proposal(s); and reserve the right to reject the proposal of any Proposer who has previously failed to perform competently in any prior business relationship with the City. The rejection of any or all proposals shall not render the City liable for costs or damages.

11.9 Standing of Proposer

Regardless of the merits of the proposal submitted, a Proposer may not be recommended for funding if it has a history of contract non-compliance with the City or any other funding source, poor past or current contract performance with the City or any other funding source, or current disputed or disallowed costs with the City or any other funding source.

Contractors/Organizations that have been sanctioned because of noncompliance with Single Audit Act requirements for managing grant funds will be eligible to apply; however, they will not be eligible to receive any funding, if awarded under this RFP process, until this sanction is removed.

11.10 Proprietary Interests of the City

All proposals submitted in response to this RFP will become the property of the City of Los Angeles and subject to the California Public Records Act (California Government Code Section 6250 et seq). Proposers must identify all confidential or other proprietary information that the Proposers claim are exempt from the Public Records Act. The City Attorney will make an independent determination regarding whether the identified information is disclosable. In the event a Proposer claims such an exemption, the Proposer is required to state in the proposal the following:

“The Proposer will indemnify the City and its officers, employees and agents, and hold them harmless from any claim or liability and defend any action brought against them for their refusal to disclose trade secrets or other proprietary information to any person making a request therefore.”

Failure to include such a statement will constitute a waiver of a Proposer’s right to exemption from this disclosure.

11.11 Discount Terms

Proposers agree to offer the City any discount terms that are offered to its best customers for the goods and services to be provided herein, and apply such discount to payments made under this agreement, which meet the discount terms.

11.12 Proposer’s Responsibility

Before submitting a proposal, each Proposer shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract. Ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will not relieve the successful Proposer from any obligation to comply with every detail and with all provisions and requirements of the contract documents, and will not be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the Proposer.

Proposer is liable for all errors or omissions incurred by Proposer in preparing the proposal. Proposer will not be allowed to alter proposal documents after the due date for submission, except in certain situations as specified in this RFP.

11.13 Conflicts of Interest

City Charter Section 371 and Los Angeles Administrative Code Section 10.15 provides that a bid shall be supported by a Non-Collusion Affidavit or declaration. Any bid or proposal made without such an affidavit, or in violation of, shall not be considered and may be excluded from future bidding. See **Appendix A, Section D**, for the Non-Collusion Affidavit and instructions. The affidavit or declaration of non-collusion must be submitted to the RFP Administrator by the proposal submission deadline.

11.14 Financial Stability and Strength

The Proposer/bidder must be able to demonstrate a good record of performance and have sufficient financial resources to ensure that the required services can be provided satisfactorily.

Any Proposer/bidder that, at the time of proposal/bid submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or has a trustee or receiver which has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency, may be declared non-responsive.

11.15 Execution of Agreement

If a Proposer is unable to execute an agreement within ninety (90) calendar days after being notified of selection, the City reserves the right to select the next most qualified Proposer or call for new proposals, whichever the City deems most appropriate.

11.16 Incorporation of RFP/Proposal

This RFP and the Proposer's response, including all promises, warranties, commitments and representations made in the successful proposal, may become binding contractual obligations and may be incorporated by reference in any agreement between the City and the selected firm.

11.17 Acceptance of Gifts, Favors, Services

Proposer shall not offer any gratuities, favors, or anything of value to any official, employee, or agent of the City, for the purpose of influencing consideration of this proposal.

12.0 General Terms and Conditions

12.1 Governing Law

All matters relating to the formation, validity, construction, interpretation, performance and enforcement of the RFP and the resultant agreement/contract, will comply with all applicable laws of the United States of America, the State of California and the City of Los Angeles. Any action to interpret or enforce the provisions of this RFP shall be filed in the Superior Court of the County of Los Angeles.

12.2 Relationship to the City of Los Angeles

It is the intent of the parties hereto that the successful Proposer legally be considered as an independent contractor and that neither the Proposer nor the Proposer's employees and agents shall, under any circumstances, be considered employees or agents of the City.

12.3 Standard Provisions for City Contracts

Any contract(s) awarded pursuant to this RFP, shall be subject to and incorporate the Standard Provisions for City Personal Services Contracts (Rev. 1/25 [v.2]) as incorporated into, **a copy of which is attached hereto and labeled as Appendix A, Section III.W.**

If the successful Proposer(s) are unable to agree with the Standard Provisions for City Contracts in the course of the contractual negotiations, the City reserves the right to suspend negotiations and open negotiations with the next ranked Proposer(s).

12.4 City Contracting Requirements

Compliance documents for the City Contracting Requirements must be submitted with the proposal **AND** via RAMPLA (as electronically accessible), as specified in Appendix A.

Failure to comply with these requirements may render the proposal non-responsive. Exemplars and/or explanatory material for each item are provided in Appendix A. For consistency of reference, all documents should be included in the order listed, and marked as an attachment with the corresponding letter designation utilized in the checklist provided.

12.5 Contract Execution Requirements

The selected Proposer(s) will be required to enter into a written contract with the City in a form approved by the City Attorney. A copy of this RFP with all attachments and the successful proposal(s) will remain on file and will constitute a part of the contract by reference. However, the City reserves the right to further negotiate the terms and conditions of the contract(s) with the selected contractor(s). The final contract offer of the City may contain additional terms or terms different from those set herein.

1. Insurance

Contractors are required to maintain insurance at a level determined by the City's Risk Manager, with the City named as an additional insured. Contractors who do not have the required insurance should include the cost of insurance in their proposal/bid. Awarded Contractor(s) will be required to provide insurance at the time of contract execution. Refer to Appendix A, Section III, P and Form Gen. 146 – Required Insurance Minimum Limits for this Agreement.

For those Proposers/bidders wishing to bid on City projects but are experiencing difficulty obtaining the required bid, performance and payment bonds, the City of Los Angeles provides bonding assistance through the Los Angeles Bond Assistance Program (BAP LA). For more information regarding the BAP LA, please go to the City's Risk Management website at <http://cao.lacity.org/risk>.

2. Collaboration

The City may, at its discretion, require two (2) or more Proposers to collaborate as a condition to contract execution.

3. California State Board of Equalization Permit

Proposer must enter the company's State of California Board of Equalization permit number on the proposal form. If the company does not have this permit, the Proposer must sign the proposal form declaring that the company has no California sales tax permit.

4. Federal Excise Taxes

The City of Los Angeles is generally exempt from the payment of excise taxes imposed by the Federal Government. Such taxes must not be included in the proposed prices. The Department of General Services, upon request, will furnish Federal excise exemption certificates.

5. **Periodic Independent Audit**
The City reserves the right to assign an independent auditor to assess the quality of services being provided and the extent to which the Contractor and its subcontractors are conducting City business within generally accepted industry standard practices. Each Contractor will be required to cooperate fully with any external audit.
6. **Financial Audit**
Contractors providing services to the City will be responsible for the verification of the legitimacy of payments made to service providers and their subcontractors. The City therefore reserves the right for staff of its Office of the Controller or their designee to conduct audits of financial accountability procedures.
7. **Contract Evaluation Program**
When the term of the contract pursuant to this RFP has concluded, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the contract. As required by Article 13 of Chapter 1 of Division 10 of the Los Angeles Administrative Code, evaluations will be based on specified criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the Contract. Contractor will be provided with a copy of the final City evaluation by request. The City will use the final City evaluation to evaluate future proposals and to conduct reference checks when awarding future service contracts.

13.0 Special Terms and Conditions

13.1 Transition Service Requirements

Prior to the expiration or termination of the contract pursuant to this RFP has concluded, Contractor, at the request of the City, shall provide all assistance as the City may reasonably require to transition the Contractor's contractual obligations, or any portion thereof, to any other supplier with whom the City contracts for provision of same. This Transition Period obligation may extend beyond expiration or termination of the Contract for a period of six (6) months. If this Contract includes Contractor's provision of licensed products, Contractor shall take no action to restrict or terminate the use of such licensed products to the City after the date of expiration or termination of the Contract or during any Transition Period, or both. The City shall pay for any additional maintenance or licensing fees during any Transition Period at the hourly rate or at a fee agreed upon by Contractor and the City. Contractor shall provide all reasonable transition assistance requested by the City to allow for the expired or terminated portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the City.

14.0 Appendices and Attachments

Appendices

Appendix A	City Contracting Requirements
Appendix B	Scope of Work

Attachments

Attachment 1	Proposal Response Template
Attachment 2	Implementation Services Requirements
Attachment 3	Functional and Technical Requirements
Attachment 4	Key Personnel Positions & Resume Template
Attachment 5	Staffing Plan
Attachment 6	Cost Proposal

Exhibits

Exhibit 1	Revenue Program Matrix
Exhibit 2	Reports Inventory
Exhibit 3	Systems Inventory
Exhibit 4	Correspondence Inventory
Exhibit 5	Interface Inventory
Exhibit 6	User Journey Maps
Exhibit 7	LATAX System Document