



425 S. Palos Verdes Street Post Office Box 151 San Pedro, CA 90733-0151 TEL 310-SEA-PORT portoflosangeles.org

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DATE: June 27, 2025

SUBJECT: REQUEST FOR PROPOSALS FOR MANAGED SERVICES AND SUPPORT FOR FUSION ERP SYSTEM

FROM: Felicia Ansley, Contract Administrator

Pursuant to the Request for Proposals (RFP), all prospective proposers were to submit any questions regarding this RFP by no later than 3:00 p.m. on June 12, 2025. Questions were to be submitted in writing, and all questions and responses were to be posted on [the Department's website](#) and www.rampla.org.

Below is a list of questions received from prospective proposers, and the Department's responses ("LAHD" and "POLA" are used interchangeably and refer to the Harbor Department):

1. Q: Would Minority Business Enterprise (MBE) or Small Business Enterprise (SBE) certifications from either the Port of Long Beach or the California Department of Transportation State MBE be in compliance for this RFP?

A: Please refer to the "Roadmap For Applicants" on the first page of Exhibit C to see which agency certifications are equivalent to "SBE-Proprietary". As stated in Section 4.4.6A of the RFP, verified SBE-Proprietary and/or VSBE(Harbor) certifications **must** appear on the prime or subconsultant's profile on the RAMP ([Regional Marketplace for Procurement](#)) in order to receive credit for meeting the RFP's mandatory SBE and VSBE participation requirement.

2. Q: What was the annual spend for the previous year on this Project?

A: None. This is a new project.

3. Q: If this is a new contract, what is the annual budget for this?

A: As stated in Section 1.1 of the RFP, "The budget for this project will not be disclosed".

4. Q: Are you open to a hybrid delivery model with a mix of offshore and onshore resources?

A: Yes, as long as the contracting entity is an onshore company. Offshore resources may be used under a hybrid model, but all contractual responsibility, project oversight, and primary communication must remain with the onshore entity.

5. Q: [Will work be] onsite or remote?

A: Please refer to Section 2.1 of the RFP, which states, "Services may be provided on-site or off-site, depending on the nature of the task and subject to LAHD approval. Remote access will be granted for approved off-site work".

6. Q: Can you please give us an extension of 1-2 weeks to submit our proposal?

A: No. Proposals are due on July 8, 2025 by 3:00 p.m. Pacific Time.

7. Q: Will there be a virtual meeting held to discuss this RFP?

A: No, there will not be a pre-proposal meeting held for this project.

8. Q: Can the proposers include an offshore component to their team?

A: Please refer to Question 4.

9. Q: Are the functional and technical positions requested meant to support the resources that are already working with POLA to support the project?

A: Yes, the functional and technical positions requested are intended to supplement the existing LAHD team. While our internal team remains actively involved, the selected consultant's team will bring additional expertise, particularly in areas where we may not have deep experience with Oracle Fusion and Oracle Cloud Infrastructure (OCI). This added support is essential to ensure we can effectively maintain and optimize the system to provide the level of support our users need.

10. Q: Is there an expectation that the selected vendor will support existing integrations, or will they need to create the integrations?

A: Please refer to Sections 3.1 (Functional Scope) and 3.2 (Technical Scope) of the RFP, as well as Attachment 3, which contains the detailed listing of custom integrations for Fusion ERP.

11. Q: Have all of the current ERP modules been implemented, and are [they] being used in production?

A: Details regarding the ERP modules currently implemented and in use can be found within the information provided in RFP Attachment 1, Fusion ERP Application Users by Module.

12. Q: Can you share your current DevOps or CI/CD practices? Will the selected vendor maintain the current practices?

A: We previously used Team Foundation for EBS support; however, it is no longer in use for Oracle Fusion ERP . We expect the selected consultant to propose appropriate DevOps or CI/CD practices and tools that align with Oracle Fusion ERP and support efficient change management, testing, and deployment.

13. Q: Please clarify if the proposer will need to define their SLAs, and if penalties are attached.

A: The LAHD expects proposers to propose appropriate SLAs for managed services, based on their experience with similar government entities. Proposed SLAs should align with the LAHD's operational needs, particularly around responsiveness, resolution time, and issue prioritization.

14. Q: Will the support metrics (ticket volume and incident distribution) be shared with the proposers?

A: As of June 17, 2025, there are approximately 142 tickets with the following categories: configuration, enhancements, integrations, reports, security, training, workflow and others. Detailed information will be shared with the selected consultant.

15. Q: Are we supporting audits and assessments, or just keeping the system secure? What are the security compliance expectations (e.g. ISO 27001)?

A: The LAHD conducts internal and external audits annually, quarterly, or as needed to ensure ongoing compliance, and to uphold data integrity and security standards.

16. Q: Will the selected vendor be making recommendations, or actually updating user roles?

A: The selected consultant will be allowed to make changes only in the non-production environment, following the LAHD IT change management policy to deploy the code into production.

17. Q: Will there be an incumbent transition period or handover window?

A: The LAHD anticipates a 14-day transition period between our current support team and the selected consultant.

18. Q: Should enhancement hours be included as part of managed services?

A: Yes, enhancement requests are on an as needed basis and require work authorization from the LAHD project manager.

19. Q: Can the selected team work in a hybrid environment where the team works both remotely as well as onsite?

A: Please refer to Question 5.

20. Q: In page 6 [of the RFP], it is mentioned that the LAHD is currently experiencing a backlog of production tickets and facing challenges related to workflows, reporting, integrations, and system configurations. Can the current count of backlog tickets by application (ERP, OCI and OIC) and modules [be] provided?

A: As of June 17, 2025, there are approximately 142 active Oracle Fusion ERP tickets, categorized under configuration, enhancements, integrations, reporting, security, training, workflow, and other areas. The majority of these tickets relate to the areas of Projects, Source to Pay, and Reporting. We don't have much ticket volume in OCI and OIC.

21. Q: What are some of the major integrations with third party systems, including integrations with banks?

A: Please refer to Attachment 3 of the RFP, "Fusion ERP Custom Integrations Listing".

22. Q: How many levels of approval are implemented for each of the following transactions: a) Journals, b) Payables Invoices and Payments, c) Expenses, d) Suppliers, and e) Requisition and Purchase Order?

A: Approval levels vary by process: Journals require 1 level; AP invoices, payments, expenses, and suppliers each require 3 levels; purchase orders need 4 levels; and requisitions require 7 levels of approval.

23. Q: Are there any outstanding items of data conversion and reconciliation from implementation that application support is expected to handle?

A: While the initial data conversion and reconciliation were completed during implementation, there may still be areas that require follow-up as data issues are identified post-go-live. Application support may be called upon to help resolve any issues that come up, to ensure data accuracy and continued system reliability. That said, we are open to your proposed staffing model and welcome your recommendations on what would best support the LAHD under your managed services framework.

24. Q: How many Legal Entities, Business Units, and Inventory Warehouses have been implemented/set up in production?

A: There are 2 legal entities (1 active and 1 inactive), 1 business unit, and 1 warehouse.

25. Q: In page 15 [of the RFP], there is a mention of on-site availability of [the] Project Manager as well as other staff during the lifetime of the project. Does LAHD have a preference in terms of minimum onsite hours, role wise?

A: Based on our past experience, we have found that having critical resources on-site at least two times per week has significantly improved communication and overall support effectiveness, particularly for functional and technical areas. We would like to see this level of on-site presence for key roles, such as the Service Manager and other essential support staff.

26. Q: While we can provide the details of Standard SLAs that we adhere to during Managed Services, is there a desired SLA(s) from LAHD?

A: Please refer to Question 13.

27. Q: The RFP states there is a mandatory 25% small business participation requirement. If the respondent is not a small business, are they automatically disqualified?

A: No. In order to meet the mandatory 25% Small Business Enterprise (SBE) and 5% Very Small Business Enterprise (VSBE) participation requirement, Primes who do not hold SBE or VSBE certification may use the Regional

Alliance Marketplace for Procurement ([RAMP](#)) to find certified SBE-Proprietary and/or certified VSBEs to use as subconsultant(s). The SBE/VSBE subconsultant(s) must be listed on the Prime's Consultant Description Form (see Exhibit B). The company's RAMP profile ID number must be referenced on the Consultant Description Form, not the RAMP ID number on the first page of the RFP (do not use #221954). Verification of SBE/VSBE status will be done on the RAMP by the LAHD's Contract Administrator.

28. Q: The RFP states, "It is essential to be familiar with LAHD's incident management system to minimize training requirements and avoid the complications of managing two systems". If the respondent is not familiar with LAHD's incident management system and requires training, will this result in disqualification?

A: No. That requirement in Section 3.3 of the RFP refers to the selected consultant. We do not expect proposers to be familiar with the LAHD's current incident management system.

29. Q: How many Ledgers and Operating Units are to be configured in the current environment?

A: One (1) Ledger and One (1) Business Unit are configured in the current environment.

30. Q: Will the Systems Integrator be allowed to leverage offshore resources to work this engagement?

A: Please refer to Question 4.

31. Q: How many Projects and Grants does LAHD manage in a given year?

A: Approximately 770 projects including 34 projects with grants.

32. Q: What is the volume [of] AR Invoices produced on a monthly basis?

A: The monthly average of AR invoices is 1,302.

33. Q: How is time captured for resources?

A: The selected consultant shall be fully responsible for managing and tracking the time of its assigned resources. Proposers must provide a detailed work and resource plan that outlines the methodology for time capture, reporting, and justification of hours billed. This documentation will be required to support the LAHD's review, approval, and payment processes.

34. Q: What is the volume of Purchase Orders and Payables invoice[s] processed on a monthly basis?

A: The monthly average of payables invoices is 1,308. The monthly average of purchase orders is 708.

35. Q: What is the total number of Assets managed by the Port of Los Angeles?

A: The LAHD manages approximately 8,000 assets.

36. Q: What tool is being leveraged for Asset Maintenance?

A: The LAHD utilizes the Fixed Assets module in Oracle Fusion. We also use a third-party application, MaintStar, along with Oracle Assets to depreciate fixed assets.

37. Q: How many Inventory Orgs/Warehouses are leveraged by the Port of Los Angeles?

A: One.

38. Q: What is the typical monthly Inventory transaction volume?

A: 1,600-1,800 transaction lines per month.

39. Q: Can a Bill of Material (BOM) of the Oracle Cloud Applications LAHD has implemented be provided?

A: The scope of work is detailed in Section 3 of the RFP. The Bill of Materials (BOM) will be provided to the selected consultant during the discovery sessions.

40. Q: The RFP identifies approximately 30 integrations that are currently live. How many of these have issues that need to be addressed?

A: Five integrations currently have open issues that are being addressed. These involve Oracle Fusion ERP integrations with Workday (INT007), PICS (INT017 and INT039), and MaintStar (INT019 and INT024).

41. Q: The RFP identifies approximately 64 custom reports that are currently live. How many reports have issues that need to be addressed? What is the backlog of new reports to be developed?

A: Approximately 10 to 15 custom reports have issues that need to be addressed. In addition, there is a backlog of approximately 25 new reports to be developed, most of which are related to the Source-to-Pay (S2P) and Project-to-Result (P2R).

42. Q: Does the Port of Los Angeles have an overall reporting strategy defined? If so, what are the components?

A: The LAHD utilizes Oracle reporting tools such as OTBI, BI Publisher, and Financial Reporting. We follow internal standards for naming conventions, organization, and change management to ensure consistency and compliance. However, report development has been a challenge due to long turnaround time, which impacts user adoption. To address this, the LAHD is interested in recommendations from the proposers on reporting strategies that can speed up development, particularly by leveraging pre-built templates, standard data models, and best practices already available within Oracle and from third-party solutions.

43. Q: The RFP states [that] LAHD is currently experiencing a backlog of production tickets and facing other challenges that require resolution.

What is the current backlog? What is the breakdown of enhancements vs. broke-fix items?

A: We have 25-30 enhancement requests in the queue, primarily focused on reporting improvements and approval workflow updates for requisitions, purchase orders, and other related workflows. There are also 100-110 open broke-fix tickets, addressing issues across configurations, integrations, reporting, security, and workflows. Most of these broke-fix items are related to the Project Financials and Procurement functional area.

44. Q: How many of the broke-fix items are considered high priority?

A: We consider broke-fix items “High” priority when they involve production issues that directly affect users’ ability to perform critical tasks, or when they are tied to business processes or statutory requirements with fixed deadlines. Currently, there are approximately 10–15 tickets marked as high priority under these criteria.

45. Q: What is the expected level of engagement of LAHD personnel to support this engagement?

A: The selected consultant will supplement the LAHD’s existing Oracle Fusion ERP support team by leveraging their expertise to ensure timely ticket resolution and smooth operations. LAHD personnel will remain actively engaged, providing subject matter expertise and oversight, while the selected consultant assumes primary responsibility for daily end-to-end support and issue management.

46. Q: Will the LAHD assign a Project Manager for this engagement?

A: Yes.

47. Q: Is there an identified start date for this initiative?

A: As soon as possible, once the entire RFP process has been completed.

48. Q: Will POLA allow any amendments to the Terms and Conditions in the [contract] either by negotiation or in specific Statements of Work?

A: No. The Standard Contract Provisions section of the RFP (Section 5) states **“If your firm cannot agree to the following requirements, exactly as set forth below, please do not submit a proposal.”**

49. Q: Will POLA accept limitation of liability provisions on a scope-by-scope basis negotiated into specific Statements of Work?

A: No.

50. Q: Can you provide details of the call volumes; type (functional, technical); nature (Incidents/Problem/Change/Request); and area (interface, reports, functional module) of all support requests managed since go-live?

A: Please refer to Questions 20 and 43.

51. Q: Of the above calls, what percentage of these are resolved by the internal LAHD teams and what determines whether these are cascaded to the external managed services provider or not?

A: The internal LAHD teams handle Security related issues. For all other functional and technical issues, we expect the selected consultant to provide full support in accordance with the agreed upon scope of services.

52. Q: Are all 5 phases now live as of October 1, 2024, or are some still in-flight/planned?

A: All five implementation phases are complete, and the system is live and operational. We are currently in the post-implementation stabilization phase, with a few remaining deliverables pending final acceptance as part of the project closeout process.

53. Q: Section 2 [of the RFP] states that “Services may be provided on-site or off-site, depending on the nature of the task...”. Can you provide further details on the key criteria in determining work location, and also what the expected on/off site work mix would be?

A: The determination of work location will be made in coordination with the LAHD based on task requirements, access needs, and operational requirements. Work will primarily be performed at the Harbor Administration Building (HAB) and nearby LAHD facilities. The selected consultant is expected to propose a flexible approach that accommodates these factors and ensures effective service delivery.

54. Q: Are there restrictions (geographically or otherwise) on where the remote support services can be delivered from?

A: Please refer to Question 5.

55. Q: Is it LAHD’s expectation that resources will be dedicated to LAHD’s systems support, or is a more shared services model also acceptable?

A: The LAHD expects that key resources will be dedicated to the LAHD’s systems support.

56. Q: The [RFP] document states a need for ongoing on-site knowledge transfer. Can you elaborate on how much time you anticipate this taking, and the frequency of such requests? Also, is this end user knowledge transfer on systems best practice usage, or education of the internal LAHD support team to enable them to become more self-sufficient in maintaining the applications?

A: As stated in Section 3.4 Knowledge Transfer (KT), KT must be delivered on-site for technical, functional and end-users. During the first six months of the engagement, we anticipate a focus on training identified in the post-implementation review with the selected consultant to increase user adoption. Following that, knowledge transfer sessions will occur periodically, primarily in alignment with major enhancements, system upgrades, or the resolution of complex issues.

57. Q: Is LAHD's objective to increase levels of self-sufficiency in managing the system, or is the intent to become more reliant on external providers to manage and evolve the Oracle platform?

A: The LAHD's long-term objective is to increase the self-sufficiency of its internal support team in managing and optimizing the Oracle Fusion platform. However, during the initial six months of the engagement, the focus will be on leveraging the selected consultant's expertise to address current production issues, resolve backlog items, and stabilize system performance to support ongoing business operations and improve user adoption.

58. Q: Can you share the current SLAs for support work, the current adherence to these, and confirm if these are in line with business expectations? If different SLAs are required for the ongoing services, please provide these.

A: Please refer to Question 13.

59. Q: What is the price bid validity for this proposal?

A: The LAHD requests that pricing remains valid for at least 180 days from the proposal submission date. If additional time is needed during the evaluation process, we may reach out to request an extension. Proposers should provide a detailed 3-year cost plan broken down by Year 1, Year 2, and Year 3 for budget planning.

60. Q: Could you please confirm if there is a page limit for the proposal response documents?

A: While there is no formal page limit, we recommend keeping responses clear and focused. The maximum file size for email is 40MB.

61. Q: Please confirm whether the technical and price proposals should be submitted as separate documents, or if they may be combined into a single submission.

A: As instructed in Section 4.2 of the RFP, "Proposal Submission", the proposal must be submitted as one complete file in .pdf format.

62. Q: To offer a cost-optimized solution, we propose a resource delivery model [comprised of] onsite (remote) and offshore (based in India) support. Is this approach acceptable?

A: Please refer to Question 4.

63. Q: Are there any advantages in the evaluation process for local vendors?

A: Yes. Please refer to the information in the RFP regarding the Local Business Preference Program, in Exhibit B.

64. Q: Please confirm whether we are required to explicitly confirm receipt of any addendums issued during the RFP process.

A: No, the RFP document did not state anywhere that proposers must confirm receipt of addendums (and, to date, none have been issued).

65. Q: Please confirm whether digital signatures are acceptable for the proposal submission and related documents.

A: Yes, digital signatures are acceptable.

66. Q: Please confirm if we may include both government and private client references from our global portfolio as part of our proposal references submission.

A: Both government and private client references are acceptable.

67. Q: Could you please extend the bid submission deadline by two weeks, until July 22, 2025, to allow us to prepare a comprehensive and competitive proposal?

A: No. Please refer to Question 6.

68. Q: Could you please provide the tentative project start date?

A: Please refer to Question 47.

69. Q: Could you please provide the approximate project budget?

A: Please refer to Question 3.

70. Q: Is there a current incumbent for this project? If yes, could you please provide the details?

A: Production support is currently being provided by our Systems Integrator (NITI Systems Consultants Inc.).

71. Q: Is the current incumbent permitted to submit a proposal under this RFP?

A: All qualified firms are permitted to submit a proposal, including the Systems Integrator (NITI Systems Consultants Inc.)

72. Q: Is it acceptable to submit sample one-page resumes as part of our proposal response? The original, detailed resumes will be provided at the time of the project finalization.

A: A complete resume for each proposed member of the firm that will be working on the project should be provided as part of the appendix to the proposal. Please refer to RFP Section 4.4.3 "Project Organization, Personnel and Staffing". Sample resumes are not sufficient.

73. Q: We are not an SBE/VSBE or LBE certified organization. However, we are registered in the Los Angeles RAMP portal. Are we eligible to participate in this RFP by including certified SBE/VSBE and LBE subcontractors as part of our proposal team?

A: Yes. Please refer to Question 27, and Exhibit B of the RFP ("Consultants who do not qualify as an LBE may receive a maximum 5% preference for identifying and utilizing LBE subconsultants.").

74. Q: Is it mandatory to be LBE certified or to include an LBE-certified subcontractor in order to be eligible to participate in this RFP?

A: No.

75. Q: We have an SBE- and LBE-certified subcontractor (Los Angeles certified) on our team. However, is it still mandatory to include a VSBE-certified subcontractor in to be eligible to participate in this RFP?

A: This contracting opportunity has a mandatory 25% SBE participation requirement, which includes a mandatory 5% VSBE participation requirement. If the subcontractor in question is not also VSBE-certified, you must include another VSBE firm in order to comply with the mandatory VSBE participation requirement.

Please note that “SBE Los Angeles” certification status is not the same as “SBE Proprietary” certification on the RAMP. Firms must have verified status on the RAMP as an SBE Proprietary in order to receive participation credit for this Harbor Department RFP.

76. Q: Could you please share the list of insurance requirements? We would like to review them in order to understand the coverage needed and provide the appropriate acceptance letter.

A: Please refer to Section 5.4 of the RFP document, “Indemnity and Insurance Requirements”.

77. Q: Does the bidder need to submit Appendix 1 (Staff Skill Assessment) for all resources? Please confirm.

A: Yes.

78. Q: [Does the] subcontractor need to submit the Appendix 2 (Company Background) along with the prime?

A: Yes.

79. Q: Is the subcontractor required to submit the CEC Form 50 along with the prime contractor?

A: No. None of the required administrative forms or letters should be submitted by subconsultants.

80. Q: Is the subcontractor required to submit CEC Form 55 along with the prime contractor?

A: Please refer to Question 79.

81. Q: Is the subcontractor required to submit the Letter of Acceptance for the Standard Contract Provisions and Executive Directive 35 along with the prime contractor?

A: Please refer to Question 79.

82. Q: Is the subcontractor required to submit the Iran Contracting Act of 2010 Compliance Affidavit along with the prime contractor?

A: Please refer to Question 79.

83. Q: Please provide a summary of the previous year's tickets, categorized by type and count.

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes.

84. Q: Please confirm that the scope includes Help Desk Support, Bug Fixes, and Enhancements.

A: Those three areas are already clearly referenced in the Scope of Work section of the RFP.

85. Q: The RFP calls for support 10 hours a day, 5 days a week (from Monday through Friday, from 7:00 a.m. to 5:00 p.m. Pacific Time). However, priority 1 issues, where business comes to a stop due to an issue, [are] to be addressed 24 hours a day, 7 days a week. Please confirm.

A: Yes, that is correct.

86. Q: We propose a fixed monthly capacity model to address the scope of work as per the defined requirements. Does this approach align with your expectations?

A: The firm's proposed approach and work plan will be part of the evaluation criteria.

87. Q: Please share the complete tech stack, including version details, for accurate resource and effort planning.

A: The LAHD's current technology stack includes Oracle Fusion Cloud ERP, Oracle Cloud Infrastructure (OCI), and Oracle Integration Cloud (OIC). Specific version details and additional technical configurations will be shared with the selected consultant during the discovery sessions. Proposers are expected to outline any assumptions made regarding the underlying technology stack, versioning, integrations, and infrastructure as part of their resource and effort planning.

88. Q: As we understand, a specific cost proposal template has not been provided in the RFP. Accordingly, we assume bidders are expected to submit pricing based on their standard format and offerings. Please confirm.

A: Correct. Proposers are expected to provide the detailed and transparent cost breakdown of all the areas requested in Section 4.4.5 of the RFP, which can be presented in the format of their choosing. Proposers should provide a detailed 3-year cost plan broken down by Year 1, Year 2, and Year 3 for budget planning.

89. Q: Is quarterly patch release testing currently automated or manual? If automated, what tools are used for the automation?

A: Quarterly patch release testing is currently performed manually.

90. Q: What is the scope [of] the current Disaster Recovery solution?

A: Annual DR testing is expected to ensure the DR plans remain effective and capable of handling potential disruption.

91. Q: Is SSO used today?

A: Yes.

92. Q: Is the requirement for Knowledge Transfer of new or existing features to be on-site a hard requirement? Or can this be delivered via Teams meetings?

A: As stated in Section 3.4 of the RFP, "The consultant will conduct on-site knowledge transfer (KT) sessions for LAHD teams...".

93. Q: What are some examples of pain points or solution gaps you are experiencing today?

A: Please refer to the RFP Section 2.1 "Project Background and Objectives". Details will be discussed with the selected consultant.

94. Q: How many Business Units have been implemented?

A: Please refer to Question 24.

95. Q: How many inventory organizations have been implemented?

A: Please refer to Question 24.

96. Q: For warehouse operations, is Oracle Warehouse Management Cloud implemented or only Oracle Inventory Management Cloud?

A: The LAHD uses Oracle Inventory Management Cloud.

97. Q: How many training documents are expected to be reviewed as part of the Training Materials review?

A: The LAHD has 134 Oracle Guided Learning (OGL), 43 Quick Reference Guides (QRG), and 13 Instructor Led Training (ILT) documents.

98. Q: What approaches are used today in Fusion for inventory management and optimization of stock levels?

A: The LAHD utilizes the "Min-Max Level" for high-runner items.

99. Q: Is the Supplier Portal, Supplier Qualification Management, or Sourcing used today in Procurement Cloud?

A: We do not utilize these in procurement because there has not been a process flow established that effectively aligns with the business needs. As a result, these remain unused until a workable and efficient solution is developed.

100. Q: Please confirm that Accounts Payable intake is leveraging OCR functionality.

A: Accounts Payable accepts invoices scanned into Oracle Cloud using a "no-reply" email address that forwards the invoices with attachments to Fusion ERP.

101. Q: Are host to host connections established with your banking partners? How many banking partners are used today?

A: Yes. Currently, we have 2 banking partners.

102. Q: Is Enterprise Performance Management used or only Cloud ERP for the Financial Reporting requirements?

A: Yes, we use Enterprise Performance Management (EPM). However, this managed services RFP is only for Cloud Fusion ERP.

103. Q: Do you have any custom approvals in Fusion?

A: Please refer to Question 22.

104. Q: Do you have any custom roles in Fusion?

A: Yes, we do have custom roles in Oracle Fusion ERP.

105. Q: In Attachment 3, are all these integrations working as desired? How many of these are OIC integrations?

A: All integrations listed in Attachment 3 are either Oracle Integration Cloud (OIC) integrations or Oracle Fusion integrations. Please also refer to the response to Question 192.

106. Q: Is a tool implemented at LAHD for security monitoring? If yes, which one?

A: We do not have a separate security monitoring tool for Oracle Fusion.

107. Q: How many OCI Regions, VMs, Instances, [and] PaaS services in the OCI environment are in scope? Please include counts by Linux VMs, Windows VMs, Firewalls, Oracle DBs, [and] other IaaS or PaaS services.

A: The LAHD utilizes two Oracle Cloud Infrastructure (OCI) regions for SaaS and PaaS, including Oracle Integration Cloud (OIC). The environment includes approximately 4 to 8 Linux VMs and 4 to 8 Windows VMs. OIC integrations use an Autonomous Transaction Processing (ATP) database to store lookup data. EBS Lift and Shift to OCI for historical data access is in progress.

108. Q: What are the patching cadences for any IaaS or PaaS services [that] will be the responsibility of the MSP?

A: The LAHD expects the selected consultant to review and recommend best practices during the discovery/transition sessions. Proposers should clearly state all assumptions underlying their proposed solutions and provide an estimated price.

109. Q: Are all reports listed in the Attachment 2 working as desired, or are there any issues currently being faced with the reports?

A: Some of the reports listed in Attachment 2 were converted from Oracle EBS to Oracle Fusion and are not currently functioning as expected, which has created challenges for daily operations and user adoption. The LAHD is

actively working to address these issues. To improve reporting efficiency and usability, we are also interested in exploring third-party reporting tools that offer pre-built data models, particularly for core financial reports. Leveraging such tools may help streamline development timelines, enhance reporting accuracy, and increase user adoption. Proposers are encouraged to recommend solutions or strategies that can support these objectives.

110. Q: What is your ideal support team structure that would be providing support for the LAHD environment? Fusion Functional/Technical, OCI architects, DBAs, Integrations specialists, Network engineers, etc.

A: The proposed team should satisfy the requirements specified in Section 3, "Project Scope of Work". Proposers should include a detailed team structure in the proposed work plan, as outline in RFP Section 4.4.4.2 "Work Plan".

111. Q: Is there an existing SLA with your end users that you need the MSP [Managed Services Provider] to adhere to?

A: Please refer to Question 13.

112. Q: How many user tickets get created in a month? Do you have an extract of the tickets over the last six months?

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes.

113. Q: Can you please also provide an extract of changes, service requests, and enhancements made to the environment over the last 6 months?

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes.

114. Q: What is LAHD's current organizational structure and internal capabilities related to Oracle Fusion and OCI? How do you see the MSP integrating with and complementing your existing team?

A: As described in Section 2.1 of the RFP, the LAHD's current ERP Support Team includes both functional and technical staff who support the Oracle Fusion Cloud ERP system. The selected consultant will collaborate closely with Subject Matters Experts (SMEs) and End-Users, ITD staff, and contracted Business Systems Analysts within the Harbor Department, as well as with external entities, including other city departments and banks. The selected Managed Services Provider (MSP) is also expected to provide turnkey maintenance and technical support for Oracle Fusion ERP, Oracle Cloud Infrastructure (OCI), and Oracle Integration Cloud (OIC), as outlined in RFP Section 3.2 "Technical Scope".

115. Q: How many lower environment pods does LAHD have? What is the refresh frequency for the lower environments?

A: The LAHD maintains three non-production environments for Oracle Fusion and one Production environment. Currently, environment refreshes are performed on an as-needed basis. However, we are planning to move toward

a monthly refresh schedule to support more consistent testing, development, and issue resolution.

116. Q: Are there any restrictions that would limit using resources based offshore or nearshore?

A: Please refer to Question 4. The LAHD expects that key resources will be dedicated to LAHD's systems support and should be available to be on-site to ensure effective collaboration and timely issue resolution.

117. Q: What are the top pain points or challenges LAHD currently faces with its existing Oracle Fusion and OCI environment that are not explicitly detailed in the RFP? Can you provide specifics [that include] the modules, business flows, and the impact to the LAHD business?

A: Please refer to Questions 93, 149 and 161.

118. Q: How often do you perform DR tests and what were the outcomes and key learnings from the last test?

A: As we are still in the stabilization phase following the recent Fusion ERP go-live, we continue working with the Systems Implementation team to streamline a Disaster Recovery (DR) plan. We expect proposers to provide support and guidance on cloud DR, including proposing comprehensive DR plans and procedures specifically for Fusion ERP, as outlined in the RFP Section 3.2 "Technical Scope".

119. Q: Can LAHD provide a high-level overview or flow of their existing IT Change Management process that we would need to adhere to?

A: The IT Division has established change management procedures that follow the IT Infrastructure Library (ITIL) framework and processes. All changes and configurations are applied in a non-production environment and fully tested. All test scenarios/results will be documented in the Production Deployment Request (PDR) and reviewed by the tester's manager for final sign-off before production deployment. A Change Request will be submitted at least 1 week in advance for review and approval.

120. Q: What is LAHD's ideal timeline and expectation for the transition period, from contract award to full operational support?

A: The LAHD anticipates a transition period of about 21 days from contract award to full operational support. During this time, the selected consultant will work closely with the LAHD and the current teams to ensure smooth knowledge transfer, environment access, onboarding, and support readiness. The exact timeline will be finalized based on the consultant's proposed plan and the LAHD's needs.

121. Q: Are there any critical third-party systems that heavily integrate with Fusion ERP or OIC that are not explicitly listed, which would require significant attention from our integration support?

A: All critical integrations are listed in Attachment 3, “Fusion ERP Custom Integration Listing”.

122. Q: How many legal entities, business units, and inventory organizations are included in the project scope?

A: Please refer to Question 24.

123. Q: Is there any documentation or FAQ available for the existing custom components, including reports and integrations?

A: Yes, the LAHD has Functional Design Documents (FDDs) and Technical Design Documents (TDDs) for existing custom components, including reports and integrations. These documents will be made available to the selected consultant during the discovery and transition period.

124. Q: Is any Database-as-a-Service (DBaaS) platform currently in use for this project?

A: The LAHD currently utilizes the Oracle ATP database to host lookup tables that support OIC integrations.

125. Q: Are any custom user-interface screens included in the project scope?

A: The LAHD expects proposers to review the scope of work outlined in the RFP and recommend an appropriate approach to increase user experience, which may include custom user interface (UI) screens.

126. Q: Can you provide a complexity breakdown for each of the 39 integrations that are mentioned?

A: The LAHD will go through the details of each integration with the selected consultant during the discovery sessions.

127. Q: What are the specific month-end close timelines, and are there any special support requirements for the month-end cycle?

A: Please refer to the sample month-end close timeline below:

Month End Closing Schedule (MAY-25)			
Day	Scheduled Date	Activity	Section
-1	FRI 5/30/2025	Sympro close by Debt and Treasury generating and posting JVs	Debt & Treasury
1	MON 6/2/25 am	Open next period (JUN-25) – General Ledger (GL)	General Accounting
1	MON 6/2/25 am	Cash Management (Disbursement)	Debt & Treasury
1	MON 6/2/25 pm	Purchasing, Payables (AP)	Accounts Payable
2	TUE 6/3/2025	Inventory and Cost Management	General Accounting
3	WED 6/4/2025 am	Projects	General Accounting
3	WED 6/4/2025 pm	Cash Management (Depository)	Debt & Treasury
3	WED 6/4/2025 pm	Receivables (AR)	Accounts Receivable
4	THU 6/5/2025	Fixed Assets	General Accounting
6	MON 6/9/2025	Close MAY-25 General Ledger (GL)	General Accounting

The LAHD expects the consultant from each workstream to work closely with LAHD staff to carry out the month-end closing tasks in accordance with the defined timeline.

128. Q: Is on site support a must requirement? Or will onshore/offshore support be ok?

A: Knowledge transfer sessions must be conducted on-site, per Section 3.4 of the RFP. The LAHD expects that key resources will be dedicated to our systems support and should be available to be on-site to ensure effective collaboration and timely issue resolution. Please also refer to Question 4.

129. Q: Are there any critical real-time integrations with terminal operating systems (TOS), customs systems, or shipping lines?

A: Please refer to RFP Section 3.2 "Technical Scope" and Attachment 3 for details related to integrations.

130. Q: Of the listed custom integrations in Attachment 3, which are considered business-critical and must be proactively monitored?

A: All integrations listed are considered business critical and are being monitored daily.

131. Q: Are there Oracle VBCS/PCS extensions or low-code applications in use, and should they be supported?

A: The LAHD does not use VBCS/PCS.

132. Q: Is there a current data warehouse or BI solution in use alongside Fusion (e.g. OBIEE, OTBI, Power BI)?

A: The LAHD does not have a data warehouse. We utilize Oracle reporting tools such as OTBI, BI Publisher, and Financial Reporting. We expect proposers to recommend a data warehouse solution and provide estimated costs.

133. Q: Which regulatory bodies (e.g. USCG, EPA, CARB, CBP) require regular reporting or interaction from Fusion-generated data?

A: Oracle Fusion ERP is the official record for the LAHD's ledgers and transactions, and is used to provide reports to LAHD's stakeholders including related regulatory bodies. There are no interfaces between Oracle Fusion ERP and other regulatory bodies.

134. Q: Are there any third-party compliance audits (SOX, ISO 27001, NIST) that require documentation or system validations?

A: Please refer to Question 15.

135. Q: What is the current volume and nature of the backlog? Could you categorize it by functional area (e.g. P2P, O2C, grants)?

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes. The majority of our support tickets are concentrated in the Source-to-Pay (S2P) and Project-to-Result (P2R).

136. Q: Is the backlog documented in the LAHD’s ticketing system or available as a report?

A: Yes, the backlog is documented in LAHD’s ticketing system, BMC Track-IT. Reports can be generated from the system as-needed to track and monitor outstanding tickets.

137. Q: What Oracle SRs have been logged in the last 3 months?

A: We have approximately 35 Oracle SRs logged in the last 3 months.

138. Q: What departments or roles require the most training/knowledge transfer? Are there specific gaps (e.g. accounting, procurement)?

A: Training and knowledge transfer should focus on key business process areas rather than departments. Source-to-Pay (S2P) and Projects are the highest priorities due to their complexity, while other areas also require training to maintain operational consistency and compliance.

139. Q: What training materials are currently available, what methodology was used to create them, and should the same methodology be used for creating or updating future materials?

A: Training materials currently include user guides, quick reference sheets, and Oracle Guided Learning (OGL) modules, all developed in collaboration with the System Implementer and Subject Matter Experts, emphasizing practical, role-based content. Please review RFP Section 3.2 “Training Materials” regarding our expectations for future training materials.

140. Q: Is there an existing Fusion roadmap or future-state vision to align with?

A: The LAHD is in the process of evaluating the strategic direction for Oracle Fusion ERP to support evolving business requirements as a government entity. The selected consultant is expected to conduct a thorough assessment of current capabilities and provide recommendations for a roadmap that aligns with the LAHD’s objectives and compliance standards.

141. Q: Are there particular KPIs or operational metrics the department is targeting to improve with this support engagement?

A: The LAHD seeks to enhance process efficiency and system usability to increase user adoption. Relevant KPIs will be established during the engagement with the selected consultants to drive continuous improvement. Proposers are expected to include recommendations for improving efficiency, usability, and user adoption as part of their proposals.

142. Q: Are there specific expectations for advising on Oracle quarterly update or readiness for new features?

A: The selected consultant is expected to perform impact analysis based on LAHD’s system and configurations, conduct testing and validation of Oracle quarterly updates and new features, and provide guidance and support to

LAHD staff to ensure readiness while minimizing issues and disruption to business operations.

143. Q: Is landed cost being calculated accurately and according to business expectations in the current Oracle Fusion setup?

A: Landed Cost is working correctly for Inventory Purchase Orders but not for Expense Purchase Orders.

144. Q: Has Oracle EBS been fully decommissioned, or is it still used for any reporting, audit or reference purposes?

A: Oracle EBS is no longer used for production but remains online with read-only access for reporting, audit, and reference purposes. The Lift and Shift of EBS to Oracle Cloud Infrastructure (OCI) for historical data access is currently in progress.

145. Q: Is there a plan to decommission any other boundary systems in the next 6 months?

A: There are no plans to decommission any other boundary systems within the next six months.

146. Q: Does LAHD maintain a current system architecture or design document showing all systems in use and the data or process flows between them?

A: The LAHD has system architecture and design documentation developed during the initial implementation. The selected consultant is expected to update and maintain these documents, ensuring all changes comply with the established IT Change Management process.

147. Q: How are tax rules and rates configured in Oracle Fusion? Are they managed internally, through a third-party solution (e.g. Vertex, Avalara), or manually maintained?

A: The LAHD utilizes categories for Purchase Orders, with tax rules and rates configured based on the ZIP codes of the designated Ship-To locations. No third-party tax solution is used; all tax configurations are maintained internally.

148. Q: What are the key workflows implemented in Oracle Fusion (e.g. requisition approvals, invoice approvals, journal approvals)?

A: Key workflows implemented in Oracle Fusion include requisition approvals, purchase order approvals, invoice approvals, journal approvals, and supplier approvals.

149. Q: Have users experienced issues with workflow routing, approvals, or notifications—such as delays, rejections, or missing tasks?

A: Yes, users have experienced workflow issues, specifically with requisition, purchase order, invoice, and project approvals. These challenges have caused delays in the approval process and required manual intervention. The LAHD expects the selected consultant to assess existing workflows and

recommend solutions to optimize approval routing and enhance process effectiveness.

150. Q: Are the current workflow approval hierarchies and escalation paths aligned with LAHD's operational and governance structure?

A: Please refer to Question 149.

151. Q: Were any workflows custom-built or heavily modified from seeded Fusion options? If so, are they documented and supportable?

A: Please refer to Question 22. Yes, they are documented and supportable.

152. Q: What Service Level Agreements (SLAs) are currently in place for Oracle Fusion support, and how are they measured?

A: Please refer to Question 13.

153. Q: Does LAHD believe the current SLAs are adequate to support its future business and operational needs, or should revisions be considered?

A: The selected consultant will be expected to propose SLA recommendations aligned with future business and operational needs. Please refer to Question 13.

154. Q: Can the planholder's list for this opportunity be shared?

A: A list of companies who have bookmarked this opportunity on the Regional Alliance Marketplace for Procurement (RAMP) is attached to the end of this Q&A document.

155. Q: Can additional subcontractors be added to the team post-award?

A: No.

156. Q: What cost/amount was spent on professional services for the system implementation?

A: The authorized contract amount is a not-to-exceed total of \$22,124,770.

157. Q: Can you please share the ticket dump of last year (2024), including module, priority, severity, description, logged by, SLA met, logged date, [and] closed date/time?

A: Since the request pertains to tickets for the year 2024 for LAHD Fusion ERP, and the system went live on October 1, 2024, the ticket counts reflect the months of October, November, and December 2024. During this period, approximately 10 Critical, 30 High, and 350 Medium priority tickets were logged. Detailed discussion and review of these tickets will be conducted with the selected consultant during the discovery sessions.

158. Q: How many critical tickets are logged in the past 6 month (requesting details by month)?

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes.

- 159. Q: Can the services be offered completely from Offshore?**
A: No.
- 160. Q: How many major enhancements [were] logged in the last six months?**
A: Please refer to Question 43.
- 161. Q: What are the top three pain points or challenges in existing landscape/system/operations, which need to be addressed [as a] priority?**
A: The key challenges within the Fusion ERP system are approval workflow configurations, the need to ensure availability of critical business reports to support operations, and the need for targeted training to improve user familiarity with system functionalities following implementation. Proposers are expected to consider these areas and include recommended solutions in their proposals to address these challenges.
- 162. Q: Please confirm if we can provide commercial references.**
A: Please refer to Question 66.
- 163. Q: Please confirm if digital signatures are acceptable in the proposal forms.**
A: Please refer to Question 65.
- 164. Q: Please share details on the current helpdesk tool in the existing environment. Is the bidder allowed to leverage [it], or [do they] need to propose a new tool?**
A: The LAHD currently uses BMC Track-IT as its primary helpdesk and ticketing system. The selected consultant is expected to leverage this tool for managing support requests and related activities throughout the engagement.
- 165. Q: Can we provide sample resumes?**
A: Please refer to Question 72.
- 166. Q: Is a bidder allowed to propose exceptions and deviations to the contract terms?**
A: Please refer to Question 48.
- 167. Q: Please share the editable versions of the exhibits CEC Form 50 and CEC Form 55 to be submitted as part of [our] proposal package.**
A: Proposers may download both fillable CEC forms from the [City Ethics Commission's website](#).
- 168. Q: This refers to Appendix 2. Is the bidder allowed to elaborate [on] any response in the Company background form in the proposal? In other words, for any of those questions, can we give an elaborate response within the proposal, or [should] our response be within the table?**

A: Proposers are required to complete and submit Appendix 2, “Company Background”, with their proposals. They may of course elaborate on any of those responses within other sections of their written proposal.

169. Q: Could you please provide a comprehensive system architecture diagram that illustrates all major components, integrations, and data flows within your current environment?

A: A comprehensive system architecture diagram, including major components, integrations, and data flows, will be shared with the selected consultant during the discovery sessions. Proposers are expected to state any assumptions related to system architecture in their proposals.

170. Q: Is your Oracle Cloud Infrastructure (OCI) deployment hosted on Government Cloud or Public Cloud? If both are utilized, please specify the use cases for each.

A: Government Cloud.

171. Q: What Platform as a Service (PaaS) solutions or custom extensions are included within the implementation scope? Please include the full set requiring production support, not just those developed by your Systems Integrator.

A: Currently, Oracle Integration Cloud (OIC) is the primary PaaS component used by LAHD. The selected consultant is expected to provide full production support for all relevant PaaS solutions, including any existing or future components identified during discovery.

172. Q: Can you specify the total number of Integrations, Reports, Extensions, and Fast Formulas included in the implementation scope? Please ensure this encompasses all items that will require production support, not only those delivered by your Systems Integrator.

A: Please refer to the RFP Section 3.2 “Technical Scope” for information on custom integrations and reports. Detailed information will be provided during the discovery sessions with the selected consultant. Proposers are expected to include any assumptions related to these components in their proposals.

173. Q: What IT Service Management (ITSM) or Customer Relationship Management (CRM) application (e.g. Jira, ServiceNow) is currently used, or planned for future use, to log and manage Help Desk tickets related to Oracle Cloud?

A: Please refer to Question 64.

174. Q: Could you provide the monthly volume of Help Desk tickets by application module since go-live, as well as the backlog of unresolved tickets?

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes.

175. Q: How many Oracle Guided Learning (OGL) courses have been developed or utilized by your user community to date? Please provide details on course adoption and usage if available.

A: A total of 134 OGL guides have been developed across various workstreams. These guides have not been extensively utilized as intended.

176. Q: What technology platforms does your organization use to enable Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for secure access to enterprise applications?

A: The LAHD utilizes Microsoft Azure Active Directory (Azure AD) as the primary platform to enable Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for secure access to Oracle Fusion ERP and other enterprise applications.

177. Q: We assume that the Harbor will allow for discussions to clarify and/or confirm the intent of specific terms and conditions post-award and prior to contract execution, correct?

A: Yes, the selected consultant will have an opportunity to enter into negotiations with the awarding division to discuss the scope, terms and conditions of the project prior to contract execution.

178. Q: Could the LAHD provide an approximate volume or nature of the existing production ticket backlog (e.g. number of open tickets, average age, categorized by severity/type) to help proposers accurately scope the initial effort?

A: Please refer to Questions 14, 20, 43, and 44 for information regarding ticket volumes.

179. Q: What is the size and composition (e.g. number of functional vs. technical resources, Oracle module expertise) of the LAHD's existing ERP Support Team? How is the selected consultant's team expected to integrate with or augment this existing team for ongoing support and backlog resolution?

A: Please refer to Questions 114 and 258.

180. Q: Will the selected consultant be responsible for the ongoing management, maintenance, or content updates of the existing in-application Oracle Guided Learning?

A: While Oracle provides annual subscription support for Oracle Guided Learning (OGL), the LAHD expects the selected consultant to assist with bug fixes, creation of new guides, and other content updates as part of ongoing management and maintenance. Additionally, the consultant should recommend enhancements to improve user support and adoption of OGL.

181. Q: What is the expected frequency and format for proposing, reviewing, and approving strategic insights, system enhancements, and continuous

improvement initiatives? Is there a dedicated LAHD committee or process for this?

A: The LAHD Project Development Committee and the ERP Project Core Team govern, review, and approve all improvement initiatives to ensure alignment with the LAHD's strategic objectives.

182. Q: For the requirement of “five (5) years of experience with providing managed services with technical expertise in the Oracle Cloud”, does this require five continuous years, or can it be cumulative experience over a longer period?

A: The five years of experience doesn't need to be continuous, but it should show solid, cumulative experience providing managed services with technical expertise in Oracle Cloud.

183. Q: Could the LAHD provide more detail on the typical frequency and mechanisms of collaboration expected with “other city departments and banks” as mentioned in the RFP (Section 2.1)?

A: The LAHD engages with other city departments and banks on an as-needed basis, primarily when issues arise related to integrations. Collaboration typically occurs via email or phone to address and resolve specific matters as they emerge. There is no set frequency for these interactions.

184. Q: While remote access is granted for approved off-site work, what is the LAHD's general preference or expectation for the percentage or type of tasks that should be performed on-site versus off-site, particularly for key project personnel?

A: Please refer to Question 53.

185. Q: To what extent does the LAHD anticipate the selected consultant will be involved in fundamentally re-evaluating and potentially redesigning existing business processes (rather than just optimizing system configurations or resolving current issues) to overcome these complexities and challenges? For example, would the consultant be expected to propose and lead initiatives for end-to-end process re-engineering within areas like Source-to-Pay (S2P) or Record-to-Report (R2R), or is the focus primarily on optimizing existing workflows and functionalities within the Oracle Fusion environment?

A: Yes, the LAHD expects the selected consultant to leverage their expertise to evaluate current processes and propose improvements based on industry best practices. While resolving existing issues and optimizing system configurations is a key focus, we are also open to broader process re-evaluation and redesign where it adds value.

186. Q: Is the LAHD seeking the consultant to identify and automate manual or semi-automated processes currently outside of Oracle Fusion, or is the primary objective to optimize and streamline existing automated workflows

within the Oracle Fusion environment for greater efficiency and user adoption and to leverage BPM capabilities?

A: The LAHD expects the selected consultant to evaluate current processes and recommend automation opportunities where feasible, alongside optimizing existing workflows. Our focus is on enhancing overall efficiency and ensuring alignment with our evolving business needs.

187. Q: Could the LAHD provide specific examples of "core processes" that currently "require improvement to enhance system performance and operational efficiency", and whether these anticipated improvements might entail significant changes to how tasks are performed across departments (e.g., changes to internal controls, departmental responsibilities, or approval hierarchies), beyond just system configuration adjustments?

A: Please refer to Questions 93, 149 and 161.

188. Q: Are offshore (outside of US) resources permitted?

A: Please refer to Question 4.

189. Q: Could the LAHD clarify the precise delineation of responsibilities between the selected consultant and Oracle Support in a PaaS/SaaS environment for "turn-key maintenance and technical support"? Are there specific administrative tasks typically handled by Oracle that the consultant is not expected to manage?

A: In a SaaS/PaaS environment, Oracle Support is responsible for platform-level issues such as outages, patches, and infrastructure incidents. The selected consultant is expected to provide comprehensive application-level support, including troubleshooting, issue resolution, integration monitoring, and enhancements, as well as coordinating with Oracle Support when escalation is needed. For PaaS tools like OIC, the consultant will manage the development, deployment, and performance of custom components. While Oracle handles system-level administration, the consultant is expected to deliver turn-key support within their access scope to ensure stable and reliable operations. The proposers should clearly define the roles and responsibilities within their proposed support model and provide recommendations based on industry's best practices and the needs of the LAHD.

190. Q: Are there any specific, known OCI or OIC service deployments (e.g., new integrations, specific compute resources, network security groups, or firewall configurations) that the LAHD anticipates needing assistance [within] the initial phase of the contract?

A: The LAHD expects the selected consultant to conduct thorough post implementation assessments and provide recommendations to ensure alignment with ISO 27001 standards and best practices for information security management.

191. Q: For the custom reports listed in Attachment 2, are detailed functional specifications or existing documentation available beyond the provided descriptions?

A: Yes, each report has a Functional Design Document (FDD) and Technical Design Document (TDD). The documentation will be provided to the selected consultant during the discovery sessions.

192. Q: For the custom integrations listed in Attachment 3, are detailed technical specifications, current stability reports, or current volumes/frequencies of data transfer available? Are there any significant planned modifications or new integrations that are not listed but are anticipated during the contract term?

A: Yes, detailed technical specifications for each current integration will be shared with the selected consultant upon contract award. Five key integrations involving Workday, PICS, and MaintStar are currently being addressed. Stability reports and data transfer volumes/frequencies are not included in the RFP but will be provided during onboarding. The LAHD is committed to continuous improvement and expects the selected consultant to review current integrations and recommend enhancements as needed. No major unlisted integrations are planned at this time, though minor updates or new needs may arise and will be discussed collaboratively.

193. Q: What are the specific SLA targets or expected response times for the consultant to report "all security incidents" to the POLA's security team and the Chief Information Security Officer (CISO)?

A: Please refer to the expected SLA for cybersecurity incidents outlined below. Additionally, the LAHD is required to comply with SB 1386 regulations concerning the protection of personally identifiable information (PII).

Priority	Level	Response Time	Remediation/Escalation Time
P0	Critical	<= 1 Hour	<= 4 Hours
P1	High	<= 4 Hours	<= 1 Business Day
P2	Medium	<= 1 Business Day	<= 2 Business Days
P3	Low	>= 2 Business Days	>= 2 Business Days

194. Q: What is the LAHD's typical downtime tolerance for Oracle's quarterly patches and major updates? Is there a preferred schedule (e.g., weekends, specific maintenance windows) for these activities?

A: The LAHD typically schedules Oracle quarterly patches and major updates during weekends to minimize business disruption. However, there are exceptions where updates are performed within defined maintenance windows on weekdays, depending on urgency or operational needs. All updates require advance planning and coordination with key stakeholders to ensure alignment and minimal impact on system availability.

195. Q: What is the anticipated frequency and typical data volume for "regular data refreshes for non-production environments"? Could LAHD provide examples of the "LAHD standards" mentioned for backup policies?

A: Regular data refreshes for non-production environments typically occur on a monthly basis, though this may vary depending on project needs or system changes.

196. Q: Does the LAHD have a defined set of existing business process Key Performance Indicators (KPIs) beyond the system performance SLAs that it expects the consultant to continuously monitor and report on, within or outside of Oracle Fusion? If so, could these be shared to guide monitoring efforts?

A: The LAHD has defined business process KPIs that support operational goals across key functional areas. Relevant KPIs will be shared with the selected consultant to guide reporting and monitoring efforts, both within and outside of Oracle Fusion, as part of the discovery and planning phase.

197. Q: Does the LAHD anticipate that the consultant will integrate their own incident tracking system with Track-It, or will the consultant's team be expected to directly utilize and be proficient in Track-It for all incident logging and management? If integration is an option, are APIs or existing integration documentation available?

A: The LAHD prefers that the consultant team directly utilize our existing ticketing system, BMC Track-IT, for all incident logging and management. We do not have APIs or integration documentation available for BMC Track-IT.

198. Q: Could the LAHD provide the predefined Service Level Agreement (SLA) targets for various incident severities (e.g., critical, high, medium, low) for incident response and resolution?

A: Please refer to Question 13.

199. Q: Is the "on-site" requirement for knowledge transfer (KT) sessions a strict mandate for all KT activities, or is there flexibility for certain KT topics to be delivered remotely? What is the anticipated frequency and duration of these KT sessions?

A: The LAHD requires that the knowledge transfer (KT) sessions be conducted on-site to ensure maximum effectiveness. Remote delivery of certain KT topics may be permitted only with prior mutual agreement. The frequency and duration of KT sessions will be determined based on project needs and scheduled collaboratively to ensure thorough knowledge transfer.

200. Q: Will the consultant lead the "Department-wide assessment of Fusion ERP users" to evaluate training effectiveness, or will they assist an LAHD-led effort? What is the estimated timeline for this assessment?

A: The LAHD will lead the department-wide assessment of Fusion ERP users to evaluate training effectiveness. The selected consultant is expected to

support LAHD's lead effort. The estimated timeline to conduct the assessment is four to six weeks.

201. Q: Could the LAHD elaborate on what specific "gaps" in business processes (beyond technical or user proficiency gaps) are currently most impactful on operations, which the consultant would be prioritized to address through process solutions or re-engineering initiatives?

A: Please refer to Questions 93, 149 and 161.

202. Q: Does LAHD have specific long-term business transformation goals or strategic initiatives that the consultant should consider when proposing process improvements, or is the strategic advice expected to emerge organically from the ongoing support and issue resolution activities?

A: The scope and objectives are outlined in the RFP. The LAHD expects the selected consultant to provide strategic recommendations based on both the initial assessment of the current system and business processes, as well as insights gained through ongoing support activities. These recommendations should aim to improve efficiency, increase user adoption, and align with public sector and industry best practices.

203. Q: For the Service Level Agreements (SLAs), could the LAHD specify what level of detail is expected in the SLA reporting, beyond just tracking performance against targets? For instance, are there specific benchmarks for process efficiency or financial accuracy that fall under these SLAs, and how will non-compliance be evaluated and addressed?

A: Please refer to Question 13.

204. Q: Can all or any of [the] three mandatory references be provided for projects completed solely by a proposed subconsultant, or must they exclusively reflect the direct experience of the prime consulting firm (either as a prime or a subconsultant on those specific projects)?

A: No, all three references should be for the prime consulting firm.

205. Q: Beyond Oracle-specific certifications, are there any other professional licenses or certifications (e.g., Project Management Professional - PMP, Certified Public Accountant - CPA) that are specifically required or highly preferred for key personnel on the project team?

A: No other professional licenses or certifications are required. The LAHD expects the selected consultant to ensure that all project team members have the appropriate expertise, and skill sets necessary to effectively support the engagement.

206. Q: Could the LAHD specify which ITIL processes (e.g., Problem Management, Service Request Management, Release Management) beyond Change Management are expected to be explicitly detailed in the proposed project management methodology?

A: The LAHD expects the proposed project management methodology to explicitly address critical ITIL processes that ensure effective service delivery. Key focus areas include timely issue resolution, clear stakeholder communication, comprehensive documentation of issues and their resolutions, and sustained support through ticket closure. Proposers should describe how these practices will be integrated to support LAHD's Oracle Fusion ERP system.

207. Q: Does the LAHD have a preferred structure or existing templates for Functional Design Documents (FDD) and Technical Design Documents (TDD) that should be considered by proposers, or are firms expected to utilize their own comprehensive templates?

A: The LAHD has established templates for both Functional and Technical Design Documents, which the selected consultant is expected to use.

208. Q: Beyond technical system health, is LAHD looking for the consultant to propose and implement specific methodologies or tools for ongoing business process performance monitoring (e.g., process mining, efficiency metrics tracking) within the Oracle Fusion environment, or primarily to report on system-generated metrics?

A: The LAHD is open to proposals or recommendations that enhance business process performance monitoring and improve overall efficiency.

209. Q: Given that the budget for this project will not be disclosed, is there a specific format or level of detail preferred for the projected Total Cost of Ownership (TCO) beyond the itemized list outlined in Section 4.4.5?

A: No. Please refer to Question 88.

210. Q: For "additional services or unforeseen work" and "contingency costs," what is the process for LAHD to approve such work and its associated costs? Is there a pre-defined rate card or billing structure for out-of-scope work?

A: No, we do not have a pre-defined rate card or billing structure for out-of-scope work. Please refer to RFP Section 4.4.5 "Costs".

211. Q: For firms not yet certified, what is the typical processing timeframe for SBE/VSBE certification through RAMP, and are there any mechanisms for expedited review given the proposal due date?

A: The Bureau of Contract Administration (BCA), not the Harbor Department, is responsible for processing SBE Proprietary and VSBE Harbor certifications via the RAMP system. Proposers (both primes and subconsultants) should ensure that all applicable certifications are reflected as "Verified" on their RAMP profiles well in advance of the proposal's due date. Refer to the "Certifications on RAMP" instructions in the Support section of the RAMP.

Please note that prime consultants are not required to apply for SBE or VSBE certification; please refer to Question 27.

212. Q: Could the LAHD provide the total number of unique Oracle Fusion ERP users, in addition to the per-module user counts, to help better estimate the overall scale of user support required?

A: Although the LAHD provisioned approximately 800-1,000 active Oracle Fusion ERP user accounts, the number of unique users with defined roles who regularly perform day-to-day operational tasks is substantially smaller, estimated at around 100-120 users.

213. Q: While Appendix 1 states that "There is neither a priority nor a weight that will be specifically assigned to the skills," how will the depth of experience and proficiency in the listed critical skills (e.g., Oracle Fusion Cloud Applications expertise, OIC development support) be assessed as part of the overall evaluation criteria, particularly under "Firm Qualifications, Experience and References"?

A: Please refer to Exhibit F, "RFP Selection Evaluation Form", to see the criteria to be rated and the associated weights.

214. Q: Are all the reports listed OTBI reports? If not, what is the reporting technology (OBIEE)?

A: Not all reports are OTBI. The LAHD primarily uses OTBI (Oracle Transactional Business Intelligence) and BI Publisher (BIP) for reporting.

215. Q: Has the Department implemented Fusion Data Intelligence (FDI)? If the Department has implemented FDI, which modules of FDI are implemented, and what is the level of customization?

A: The LAHD has not implemented Fusion Data Intelligence (FDI).

216. Q: Has the Department implemented any other reports/dashboards using OBIEE/OAC? If yes, can you share details regarding these reports?

A: The LAHD has not implemented any reports or dashboards using OBIEE or OAC.

217. Q: The RFP states that "Services may be provided on-site or off-site..." Can vendors propose a complete offshore model? Does LAHD have any preferences for the work model?

A: Please refer to Questions 4 and 128.

218. Q: The RFP states: "The LAHD is currently experiencing a backlog of production tickets and facing challenges related to workflows, reporting, integrations, and system configurations. These issues must be resolved, and some core processes require improvement to enhance system performance and operational efficiency. The selected consultant will be expected to support both the resolution of existing challenges and the continuous improvement of system configurations and business processes to align with the LAHD's operational goals." Has the Department experienced any issues related to Fusion implementation? Please highlight any pain points or challenges.

A: Please refer to Question 93, 149 and 161.

219. Q: Would LAHD be open to extend the response time by 2 weeks?

A: Please refer to Question 6.

220. Q: Can the Department share the ticket dump (Module/Track/Severity) to analyze the ticket data/patterns?

A: Please refer to Questions 14, 20, 43, 44 for ticket volume.

221. Q: Please provide [a] list of custom components, including interfaces and extensions (PaaS).

A: Please refer to Question 169.

222. Q: Please share an indicative start date for the support engagement.

A: Please refer to Question 47.

223. Q: What is the arrangement for the current incumbent vendor's transition? Can vendors propose a transition duration, or does the overall support duration include transition as well?

A: Please refer to Question 17.

224. Q: Can the Department specify if the KEDB (Knowledge Error Data Base) is currently maintained in LAHD?

A: The LAHD does not currently maintain a Knowledge Error Data Base (KEDB).

225. Q: Please confirm if configuration documents, functional and technical documents, test cases, and so on, are updated and will be available during transition.

A: The LAHD maintains configuration, functional, technical documents, and test cases. We continue to update these materials as changes occur. These documents will be available during the transition with the selected consultant.

226. Q: Please share the enterprise structure of the LAHD, including the number of legal entities, business units, inventory organization, and so on.

A: Please refer to Question 24.

227. Q: Under the project description, LAHD mentions Order to Cash and Plan to Replenish business processes; however, in the Oracle SaaS module scope, we do not see related Supply Chain Management (SCM) modules such as Order Management and Supply Planning. Can you please clarify which Oracle Supply Chain (SCM) modules are in-scope?

A: For Oracle Supply Chain Management modules, the LAHD only implemented Procurement and Inventory modules. Please refer to Questions 96 and 228. Should the proposed solution require the inclusion of additional SCM modules to support future system optimization, proposers are expected to clearly identify these requirements in their proposal and provide comprehensive cost details for evaluation.

- 228. Q: Under Oracle Procurement, can you please specify which sub-modules you use today? Such as: Procurement Contract, Supplier Portal, Supplier Management, and so on.**
- A: The LAHD utilizes the following procurement sub modules in the system: Suppliers, Receipts, Purchase Orders, Purchase Agreements, and Catalogs.
- 229. Q: Do you use Oracle Cloud WMS Module for warehouse management?**
- A: Please refer to Question 96.
- 230. Q: For asset management, does LAHD use Oracle Cloud Asset Maintenance Cloud as well? Or is only the Fixed Asset area in-scope?**
- A: Please refer to Question 36.
- 231. Q: For Oracle Supply Chain scope, please specify what is critical for you [or] where you need onsite presence of support resources?**
- A: Please refer to Questions 96 and 228. All utilized modules are considered critical to the LAHD's operations.
- 232. Q: Please share the Incident dump of integration tickets, the total number of active integrations in Non Production and Production, and confirm the number of environments that are in-scope for this AMS work.**
- A: There are 15 to 20 active integration-related tickets. For a detailed list of active integrations, please refer to RFP Attachment 3. For Fusion ERP, LAHD maintains three non-production environments and one Production environment.
- 233. Q: Is there any development/enhancement work (bug fix, hot fix, business enhancement) that is also in scope? If so, please share the expected work per month.**
- A: Please refer to Question 43.
- 234. Q: For OIC alerting and notification, will the successful support vendor leverage OIC-offered observability capabilities, or will they need an out-of-box tool?**
- A: We expect the selected consultant to leverage existing tools; however, proposers may recommend out-of-the-box solutions for consideration if they can substantiate enhancements in efficiency, security, or other key operational areas. Any proposed solutions should include a detailed cost estimate to support the evaluation.
- 235. Q: Where and how are vendors expected to leverage the "Oracle Enterprise Repository (OER)" and "Oracle Fusion Cloud Application Middleware" or "Oracle SOA (Service-Oriented Architecture) Suite"? Is Oracle SOA OnPrem/OCI-hosted also in the scope of work, or is it just OIC? Please clarify the scope of work for Oracle SOA and its integration landscape.**

- A: The proposers should clearly state any assumptions and recommend the appropriate use of these technologies based on their assessment of the LAHD's RFP scope of work and the requirements of their proposed solution.
- 236. Q: Please confirm what applications/workloads are hosted on Oracle Cloud Infrastructure? Are there any sizing details available for these workloads, for e.g. a) number of Virtual Machines, b) number of Identity Cloud Service (IDCS) and Fusion Applications (FA) domains supported, c) volume/size of data in databases and file storage, and d) number and details of external facing applications hosted on OCI.**
- A: Please refer to Question 107.
- 237. Q: What security measures are implemented for OCI environments?**
- A: All OCI environment logins require Multi-Factor Authentication (MFA) to ensure enhanced security and protect against unauthorized access.
- 238. Q: What are the lifecycle policies for resources, services, files, and objects in OCI?**
- A: Lifecycle policies for resources, services, files, and objects in Oracle Cloud Infrastructure (OCI) are governed by best practices and Oracle's native capabilities. The LAHD expects the selected consultant to assess current configurations and recommend lifecycle management strategies aligned with organizational requirements and industry standards. Network Access Control List (ACL) is enabled.
- 239. Q: Could we get the architecture of the current defined network topology for OCI?**
- A: No. We will share the network topology with the selected consultant once the contract/agreement has been established.
- 240. Q: What is the current user access management process for OCI?**
- A: User access to OCI is managed through role-based access control (RBAC) aligned with the LAHD's security policies. Access permissions are granted based on job roles and responsibilities, with regular reviews to ensure appropriate access levels. All OCI user logins require multi-factor authentication (MFA) to enhance security. User provisioning and deprovisioning follow formal IT procedures to maintain compliance and minimize risk.
- 241. Q: Can the Department share the OCI security services currently in use (e.g., Cloud Guard, key management, network firewalls, and WAF)? Please also share the volumetric details of the OCI tenancy (number of compartments, VM, storage, service, and so on).**
- A: The LAHD is currently evaluating the use of OCI security services. Detailed information regarding these services will be shared and reviewed with the selected consultant during discovery and transition sessions. We expect the

selected consultant to provide expertise and support in implementing and optimizing OCI security throughout the engagement.

242. Q: Are there any major performance issues for the services deployed in OCI?

A: Currently, there are no major performance issues reported for the services deployed in OCI.

243. Q: Can LAHD provide an incident dump / count for the number of incidents and change requests pertaining to OCI Administration?

A: There are currently no incidents or change requests related to OCI administration to report.

244. Q: What all applications are installed in OCI as IaaS?

A: The LAHD's primary use of OCI is focused on supporting Oracle Fusion ERP integrations and related cloud services. We expect the selected consultant to help assess and manage the OCI environment during the engagement.

245. Q: What is the credit period and retainage of payment terms?

A: The LAHD utilizes retainage for construction projects, and the retainage amount is generally dependent on the contract. Unless the contract payment terms say otherwise, we normally process invoices with a credit period of Net 30 days.

246. Q: Will you consider proposals that contain exceptions or deviations to the RFP terms, including the Standard Contract Provisions?

A: Please refer to Question 48.

247. Q: Could you please extend the deadline for questions 1-2 weeks from original date of 6/12/25?

A: No. Questions were due on Thursday June 12, 2025 by 3:00 p.m.

248. Q: Can you extend the RFP due date 1-2 weeks from original date of 7/8/25? With the question responses due on 6/27/25 and the July 4 holiday this does not allow much time for updates.

A: Please refer to Question 6.

249. Q: How many extensions and integrations would you like us to support (ie VBCS, Custom reports, additional data sources, etc.)?

A: Please refer to RFP Section 3.2 "Technical Scope".

250. Q: Are you currently using any PaaS-based applications or custom extensions (e.g., Visual Builder, OAC, OIC, etc.) to support your SaaS environment?

A: Oracle Integration Cloud (OIC) is currently used to support SaaS integrations. Please also refer to Question 107.

251. Q: What is your regression testing current state? (Test bank size, quarterly test runs, monthly test runs)

A: The LAHD performs quarterly patching testing for Fusion ERP in our two non-production environments before promoting to Production. There are approximately 10-15 test scripts per module.

252. Q: Do you already have regression test scripts built out by module? If so, how many total scripts do you currently have, how many are executed each quarter, and are they manual or automated?

A: Please refer to Questions 89 and 251.

253. Q: How many Critical Processes would you like us to monitor? (Critical processes are those that are essential to business and operations i.e. Critical Integrations, Scheduled Reports, APIs, Financial Close/reporting, Payroll, etc.)

A: There are approximately 60 critical scheduled processes to monitor.

254. Q: Do you need any non-English support? If so, please specify.

A: No, we do not need non-English support.

255. Q: Would you like to use your own ticketing system or the chosen vendor's ticketing system?

A: Please refer to Questions 164 and 197.

256. Q: How many tickets would you like us to handle per year? (functional and integration/extension issues)

A: The scope of support is outlined in the RFP. For additional context regarding historical ticket volumes, please refer to Questions 14, 20, 43, and 44.

257. Q: Can you walk us through your internal support model — specifically, how your Level 1 team is structured and how tickets are triaged before being potentially being escalated to your Day2 provider?

A: The LAHD expects the selected consultant to deliver end-to-end support, including ticket intake, triage, resolution, and escalation as needed. The selected consultant will be responsible for assessing issues, categorizing and prioritizing tickets, and providing timely resolution or escalation in accordance with defined service levels (SLA).

258. Q: How many L0/L1 resources do you have?

A: A total of three technical and five functional resources currently support the Oracle Fusion ERP system. This includes both LAHD staff and external consultants.

259. Q: What is your estimate for [the] number of project-related work/enhancements requests planned in the next year? Please share project details if available.

A: Please refer to Questions 20 and 43.

Opportunity Bookmarks by Account

As of 2025-06-27 16:52:27 Pacific Standard Time/PST • Generated by Felicia Ansley

Filtered By

Show: All opportunities

Opportunity Status: Any

Probability: All

Opportunity ID equals 006QI00000M9ALF

Contact: Account Name ↑	Contact: Email ↑	Opportunity Bookmark: Created Date	
4i Apps Solutions LLC	parthasarathi.j@4iapps.com	6/18/2025	
	Subtotal	Count	1
Subtotal		Count	1
Accenture	erik.kronstadt@accenture.com	5/30/2025	
	Subtotal	Count	1
Subtotal		Count	1
Acumen Building Enterprise, Inc.	clair.song@acumentransit.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
Analytical Intelligence International, LLC	manish-p@ai-inter.com	6/9/2025	
	Subtotal	Count	1
Subtotal		Count	1
Ardent Technologies, Inc.	vendorregistration@ardentinc.com	5/28/2025	
	Subtotal	Count	1
Subtotal		Count	1
Aslan Consulting, LLC	mary@myaslanllc.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
AtkinsRéalis USA Inc.	ca.info@atkinsrealis.com	5/29/2025	
	Subtotal	Count	1
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Bahwan Cybertek Inc.	muhammad.azharuddin@bahwancybertek.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
Bourntec Solutions	gov@bourntec.com	5/28/2025	
	Subtotal	Count	1
Subtotal		Count	1
Buxton Consulting	kkumar@buxtonconsulting.com	6/17/2025	
	Subtotal	Count	1
Subtotal		Count	1
ByrdGroup	chris.byrd@byrdpros.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
Cayuse Commercial Services, LLC	communications@cayusecs.com	5/29/2025	
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Subtotal		Count	1
Celerity Consulting Group	registrar@consultcelerity.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
Centroid Intermediate LLC	brian.boyd@centroid.com	6/10/2025	
	Subtotal	Count	1
Subtotal		Count	1
CherryRoad Technologies Inc.	kdolan@cherryroad.com	5/29/2025	
	Subtotal	Count	1
	proposals@cherryroad.com	6/10/2025	
	Subtotal	Count	1
Subtotal		Count	2
Cogent Infotech Corporation	govt-bids@coagentinfo.com	5/30/2025	
	Subtotal	Count	1
Subtotal		Count	1
Commercial Programming Systems, Inc.	phil@cpsinc.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
Consultadd	jessica.s@consultadd.com	6/16/2025	
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Deloitte Consulting LLP	deloittesacrfp@deloitte.com		5/29/2025	
	Subtotal	Count		1
Subtotal		Count		1
Deloitte Transactions and Business Analytics LLP	chmay@deloitte.com		5/29/2025	
	Subtotal	Count		1
Subtotal		Count		1
Denovo Ventures, LLC	cterry@denovo-us.com		5/29/2025	
	Subtotal	Count		1
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Digital Intelligence Systems, LLC, d.b.a DISYS	government@disys.com		5/29/2025	
	Subtotal	Count		1
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Dotsolved Systems, Inc	senthilrajar@dotsolved.com		6/9/2025	
	Subtotal	Count		1
Subtotal		Count		1
Droisys Inc	bidcontracts@droisys.com		6/2/2025	
	Subtotal	Count		1
Subtotal		Count		1
Englander Knabe & Allen	hilary@ekapr.com		5/28/2025	
	Subtotal	Count		1
Subtotal		Count		1
ExitCertified LLC	karthik.mohan@ascendientlearning.com		6/2/2025	
	Subtotal	Count		1
Subtotal		Count		1
Forsys Inc.	jagannadhasastry.josyula@forsysinc.com		5/28/2025	
	Subtotal	Count		1
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Fresh Consulting	government@freshconsulting.com		6/2/2025	
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FTI Consulting	deviprasad.pentapati@fticonsulting.com		5/28/2025	
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Subtotal		Count		1
GNC Consulting, Inc.	shelley.nasser@gnc-consulting.com		5/30/2025	
	Subtotal	Count		1
Subtotal		Count		1
Golden Five LLC	skv@goldenfive.net		6/25/2025	
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GOVGUIDE INC	rfp@yourgovguide.com		5/29/2025	
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Subtotal		Count		1
Harbor Department, Port of Los Angeles	emcenroe@portla.org		6/4/2025	
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Subtotal		Count		1
HCL America Inc.	deepaksingh.negi@hcl.com		5/29/2025	
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Subtotal		Count		1
iKW Solutions	support@ikwsolutions.com		5/29/2025	
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Subtotal		Count		1
Information Design Consultants, Inc.	debrahunter@idcinc.net		6/16/2025	
	Subtotal	Count		1
Subtotal		Count		1
Information Resource Group	careq@irginc.net		5/29/2025	
	Subtotal	Count		1
Subtotal		Count		1
Infosys Public Services	ajeet_mohanty@infosys.com		6/7/2025	
	Subtotal	Count		1
Subtotal		Count		1
Intratek Computer, Inc.	quotes@intrapc.com		5/29/2025	
	Subtotal	Count		1
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IT Convergence	kbell@itconvergence.com		5/29/2025	
	Subtotal	Count		1
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Kadambala Consulting Inc.	murali@kadambala.net	5/29/2025	
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Subtotal		Count	1
Kastech Solutions LLC	rfp@kastechssg.com	5/29/2025	
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Kaygen, Inc.	publicsector_rfp@kaygen.com	5/29/2025	
	Subtotal	Count	1
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KPMG LLP	arsalazar@kpmg.com	5/29/2025	
	Subtotal	Count	1
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Linkosys	tri.nghiem@linkosys.com	6/26/2025	
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LIVE & FAITH Consulting	mj@liveandfaithpm.com	5/28/2025	
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Lotus USA, Inc	madhu@lotusainc.com	5/29/2025	
	Subtotal	Count	1
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MGT Impact Solutions, LLC	rcvrfp@mgtamer.com	5/29/2025	
	Subtotal	Count	1
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MLC and Associates, Inc.	mlc@mlchq.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
NAVANCIO	gkim@navancio.com	6/5/2025	
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Oakland Consulting Group, Inc.	stateandlocal@ocg-inc.com	5/29/2025	
	Subtotal	Count	1
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Oracle	david.castagna@oracle.com	6/10/2025	
	Subtotal	Count	1
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Project Partners	cfryc@projectp.com	5/28/2025	
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Roadrunner Express Consulting	sharee@hegovsolutions.com	6/16/2025	
	Subtotal	Count	1
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Science Systems and Applications Inc	priya.dasgupta@ssaihq.com	5/29/2025	
	Subtotal	Count	1
Subtotal		Count	1
SEVENOUTSOURCE	rfpalerts@gmail.com	5/28/2025	
	Subtotal	Count	1
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SpearMC Consulting	rfp@spearmc.com	5/29/2025	
	Subtotal	Count	1
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Superstone Global LLC	bid@ssgloballc.com	6/7/2025	
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Svanaco Inc	rfp@americaneagle.com	6/2/2025	
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Sybyte Technologies Inc.	ash@cystemslogic.com	6/2/2025	
	Subtotal	Count	1
Subtotal		Count	1
Synergycom	vinitak@synergycom.com	6/17/2025	
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Tata Consultancy services ltd	d.sanguinetti1@tcs.com	6/27/2025	
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The Soyemi Group LLC	sanya.soyemi@soyemi.com	5/29/2025	

	Subtotal	Count	1
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Think AI Consulting Corporation	info@thinkaicorp.com		5/30/2025
	Subtotal	Count	1
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Third Millennium Business Systems, Inc.	ruma@3mbs.com		6/12/2025
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Thomywork	kaleefdaiyaanthompson@gmail.com		5/28/2025
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Trinus Corporation	harshada@kucheria.com		5/30/2025
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Version 1 technology US Inc	aniruddha.katkar@version1.com		6/12/2025
	Subtotal	Count	1
	tendernotices@version1.com		6/12/2025
	Subtotal	Count	1
Subtotal		Count	2
Witriol Consulting	switriol@yahoo.com		5/28/2025
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Workday	tim.regan@workday.com		5/29/2025
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