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Cloud ERP System Selection Request for Proposal  
#7137

***Shared Stewardship for Transformational Success***

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Contents

[**Purpose and Overview** 3](#_Toc146030322)

[**UCLA Health System Background** 4](#_Toc146030323)

[**Relevant UCLA Health Statistics** 5](#_Toc146030324)

[**High-Level Cloud ERP System Scope** 7](#_Toc146030325)

[**Current State Application Architecture** 8](#_Toc146030326)

[**Strategic Intents** 9](#_Toc146030327)

[**Program Objectives** 9](#_Toc146030328)

[**RFP Process** 10](#_Toc146030329)

[**Issuing Office and Communications** 10](#_Toc146030330)

[**Timeline of Key Events** 11](#_Toc146030331)

[**Evaluation Criteria** 11](#_Toc146030332)

[**Instructions for Submitting Information** 12](#_Toc146030333)

[**Evaluation and Method of Award** 17](#_Toc146030334)

[**Restriction on Communications** 17](#_Toc146030335)

[**Rejection of Responses** 17](#_Toc146030336)

[**Submission Preparation Costs** 18](#_Toc146030337)

[**Disclosure of Records** 18](#_Toc146030338)

[**Insurance Requirements** 18](#_Toc146030339)

[**Audit Requirements** 18](#_Toc146030340)

[**Accessibility Requirements** 18](#_Toc146030341)

[**Marketing References** 19](#_Toc146030342)

[**Minimum Qualification Standards** 19](#_Toc146030343)

# **Purpose and Overview**

UCLA Health is soliciting responses to its request for replacement of existing Infor (Lawson) Financial and Supply Chain solutions with a modern, cloud-based solution from industry leading vendor providers. The purpose and intent of this document is to provide background information to each vendor to prepare a response.

The purpose of this RFP is to qualify vendor solutions meeting the requirements stated herein. Thereafter, UCLA Health will determine which vendors will be invited to next steps after reviewing the collective responses. Ultimately, next steps will lead UCLA Health to determine and award the vendor of choice for upcoming contracting.

The UCLA Health vision is to **optimize operational performance and elevate patient care by creating a collaborative culture, enhancing data-driven decisions, creating efficiencies, and empowering our workforce to meet current and future needs through the Cloud ERP system.**

UCLA Health is committed to leveraging and embracing new technologies by transforming our business processes to meet the future needs of the organization, improve performance, and make timely operational decisions. By investing in an integrated, cloud ERP system, UCLA Health will address the following opportunities:

* Fully leverage an integrated cloud system to automate processes, create efficiencies, improve data transparency, and revolutionize reporting across the organization
* Create a culture that embraces proven best practices and consistent business processes
* Unlock value from data to drive decision-making; and deliver the right experience across all functional areas
* Meet and support key functionality requirements including cost accounting
* Enhance supply chain and inventory planning and flow to support clinical and patient needs
* Track activity and make data available to identify and support cost savings
* Clarify and standardize organizational policies and procedures, including workflows
* Reduce inefficiencies and eliminate workarounds due to time spent on manual tasks
* Provide timely, accurate data so that business decisions can be made effectively and efficiently

This will enable more focus on patient care with performance-based accountability driven by trusted data, and the flexibility to support future growth and initiatives. UCLA Health anticipates acquiring a cloud-based solution that is secure, resilient, and fully supported by the vendor that will remove the institution’s administrative burden on software fixes/upgrades and hardware refreshes. UCLA Health is conducting a fair and extensive evaluation based on the criteria listed herein and will select a vendor solution that best meets the stated requirements, UCLA Health’s strategic direction, and aligns with UCLA Health’s culture.

# **UCLA Health System Background**

For more than 60 years, UCLA Health has provided the best in health care and the latest in medical technology to the people of Los Angeles and throughout the world.

UCLA Health is comprised of:

* [Ronald Reagan UCLA Medical Center](https://www.uclahealth.org/reagan)
* [UCLA Santa Monica Medical Center](https://www.uclahealth.org/santa-monica)
* [Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA](https://www.uclahealth.org/resnick)
* Tiverton House
* UCLA Faculty Practice Group (FPG)

An important and strategic requirement is that FPG General Ledger is a separate and independent instance from Medical Center’s General Ledger. Each must have its own distinct Chart of Accounts.

UCLA Health is among the most comprehensive and advanced health care systems in the world. Together, UCLA Health and the David Geffen School of Medicine at UCLA strive every day to be a model that redefines the standard of excellence in health care. It is our integrated mission to provide state-of-the-art patient care, to train top medical professionals and to support pioneering research and discovery.

Our physicians are world leaders in the diagnosis and treatment of complex illnesses, and our hospitals are [*consistently ranked among the best in the nation by U.S. News & World Report*](https://www.uclahealth.org/why-choose-us/about/awards/best-hospitals). UCLA Health is at the cutting edge of biomedical research, and our doctors and scientists are pioneering work across an astounding range of disciplines, from organ transplantation and cardiac surgery to neurosurgery and cancer treatment and bringing the latest discoveries to virtually every field of medicine.

UCLA Health has a strong focus on sustainability and Equity, Diversity & Inclusion (EDI). Sustainability responses represent an important aspect of evaluating each solution vendor and will be part of the overall evaluation scoring.

## **Relevant UCLA Health Statistics**

The following information provides information related to UCLA Health’s financials and current volume and metric data provided for scoping, sizing, and pricing.

|  |  |  |
| --- | --- | --- |
| **Key Statistics** | | |
|  | **Med Center** | **FPG** |
| UCLA Health Fiscal Year | July 1 - June 30 | July 1 - June 30 |
| Legal Entities / Companies | 1 Legal Entity / 4 Companies | 1 |
| Number of EINs | 3 | 1 |
| Number of Bank Accounts | 3 | 0 |
| Departments / Cost Centers | 1,284 | 127 |
| Annual Budget Versions | 1 | 1 |
| Average Invoices Paid | 334,934 | N/A |
| Number of Suppliers | 8,353 | N/A |
| Number of Vendor Contracts | 5,382 | N/A |
| Number of Items | 350,000 | N/A |
| Number of Perpetual Inventory Locations | 4 | N/A |
| Number of PAR Locations | 1,967 | N/A |
| Number of Requisitioners | 800 | N/A |
| Number of Daily PO(s) | 680 | N/A |
| Number of AP Clerks | 12 | N/A |
| Number of Capital Projects | 400 | N/A |
| Average Pages of Invoices Scanned | 5 pages per invoice  140,000 invoices scanned per year | N/A |
| Payment Distribution by Type | ACH & System Check | N/A |
| Fixed Assets | 15,084 | N/A |
| Expected Number of Asset Additions Per Year | 1,400 | N/A |
| Number of Legal Entities / Companies Added Per Year | 0 | 0 |
| Number of Departments / Cost Centers Added Per Year | 4 | 10 |
| Number of Accounts Added Per Year | 50 | 200 |
| Total Number of FTE | 10,739 | 4,050 |
| Number of Employees (including Contingent) | 12,300 | 4,111 |

**UCLA Health Number of Users**

|  |  |  |
| --- | --- | --- |
| **Type of User** | **Estimated # Core Users** | **Estimated Number of End Users** |
| Financials | 49 (Med Center) 25 (FPG) | 260 |
| Expense | 36 | 260 (including Ascend) |
| Asset Management | 22 | 241 |
| Procurement | 30 | 1,002 |
| Inventory | 233 | 3 |

**Additional Population Statistics**

|  |  |  |
| --- | --- | --- |
| **Type of User** | **Estimated Number of Employees**  **(as of September 2023)** | |
|  | **Med Center** | **FPG** |
| Total Employees | 12,300 | 4,111 |

## **High-Level Cloud ERP System Scope**

|  |  |
| --- | --- |
| **Functional Area** | **Sub Areas** |
| Finance | Core Finance (e.g., CoA, General Ledger, Accounting, Cash Management, Close, Reporting) ​ |
| Accounts Payable / Supplier Accounts |
| Asset Management |
| Budgeting and Commitment Accounting |
| Expense Processing |
| Tax Processing |
| Bank Processing |
| Project Accounting |
| SCM | Inventory Management / Receiving & Delivery |
| PAR Counting & Ordering (Using Handhelds) |
| Purchasing / Procurement |
| Supplier Management |
| Mobile Supply Chain Management |

**Note:** While **WMS functionality is out of scope** of this RFP and will not be a factor in the evaluation, if your firm offers a WMS module or has a strong relationship for healthcare provider organizations, please feel free to provide documentation on tab **A4. WMS** in the Excel workbook.

**Requirement:** It is expected that your solution will include the ability to bi-directional Interface with Infor (WMS) Warehouse Management System (e.g., – PO, requisitions, inventory, receipts, issues), as it relates to WMS (Requirement DR\_MM\_01)

# **Current State Application Architecture**

The current state application architecture provides an overview of systems, interfaces, Supply Chain Management, Financial Management, Reporting, and Analytics structure, including high-level business processes. The intent is to provide additional context related to the detailed questions contained in the Excel tabs.

|  |  |
| --- | --- |
| **Functionality** | **Current Application(s)** |
| 1099 | Campus AP |
| Bank Reconciliation | *\*Multi-National Bank* |
| Payment Refunds | Epic |
| Contract | GHX |
| Invoice | GHX, Ascend, Vaya |
| Item Master | Curvo Labs, Wavemark, Epic, OHIA |
| Journal Entry | Campus FS, Epic, Kaufman Hall, HBS |
| Payment | MHC Document Express, Campus AP, \**Multi-National Bank*, EPSi, Blackline, Epic |
| Purchase Order | GHX, Optifreight, ServiceNow, Wavemark, Broadjump, Valify, Vizient |
| Receiving | GHX |
| Document Repository | Rocket EOS |
| Requisition | Pyxis, Wavemark, Infor WMS |

*\*Generic Name*

# **Strategic Intents**

As precursor to detailed functional and technical requirements, the UCLA Health selection team identified Strategic Intents and Program Objectives when considering the replacement of their current systems for Finance and Supply Chain functionality.

* Transition to a highly integrated and aligned health system
* Maximize financial performance
* Support Service Line Growth
* Operational efficiencies – Consolidate, Integrate, Simplify, and Standardize
* Business Intelligence - Share quality data across the organization in a timely manner
* Continuous Optimization and Flexibility
* Collaborative Culture with Guided Autonomy
* Technology Resilience and Rationalization
* Fiscal and Fiduciary Responsibility
* Support future growth – organic and acquisition

# **Program Objectives**

UCLA Health views the selection of a new system as the first important step to an overall transformation of some of its core enterprise system capabilities. Therefore, to provide additional context to the key functional and technical requirements, below we have listed many of the overall program objectives.

* Industry-standard, commercial-off-the-shelf modular software solution that is configurable and requires few, if any, third-party components, or modifications to the software to meet UCLA Health's needs
* Operate within a modern cloud architecture and security structure
* Provide functional solutions that leverage "best-in-practice" processes
* Provides flexible organizational structure that allows for robust financial reporting and transaction processing across hospital entities, physician group practices, and other healthcare operations
* Provide flexible workflow capabilities across all modules
* Provide a high degree of configurable parameters instead of customizations
* Capable of automating and integrating functions currently requiring manual intervention
* Automate and reduce manual processes/data entry to reduce staff workloads
* Provide improved data analysis and reporting through intuitive, customizable reporting tools and modern analytical toolsets with minimal training required
* Provide robust employee and manager self-service capabilities across multiple delivery methods
* Have fully integrated document management capabilities for OCR file scanning, storage, electronic forms processing, and workflows
* Can import and export data and reports from/to 3rd party systems
* Provide a reporting solution that integrates financial and statistical data from various sources with Cloud ERP financial data and generates consolidated financial statements and dashboards for executives
* Utilize intuitive user interface and reporting tools
* Provide and support identity management and authentication
* Contain robust audit capabilities that spans across all transactions and current/historical data
* Provide robust artificial intelligence (AI), machine learning, and digital assistant capabilities
* Compliance with Federal, State, and local laws and regulations
* Enable quick and easy development of reports, UI customizations and integrations to other systems
* Ensure Business Continuity of Critical Systems
* Shift data backup and disaster recovery to cloud vendor’s technical support team
* Shift focus of shared service resources to process improvement employee enablement in lieu of system maintenance
* Improve data access; Provide data when it is requested and needed
* Improve Data Privacy Practices (Securing PII (Personally Identifiable Information))
* Improve data quality Promote confidence in data accuracy Provide better data for decision makers and stakeholders
* Improve Data Security Practices for Core Systems
* Visibility and transparency of external vendor data and processes
* Provide future strategic flexibility and support hospital growth

# **RFP Process**

## **Issuing Office and Communications**

The UCLA Health Procurement Department is issuing this Request for Proposal and any subsequent addenda to it. The UCLA Health Procurement Department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP, and is the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any next steps as a result of this RFP.

All communications, including any requests for clarification concerning this RFP should be addressed in writing to:

Tynysha Moseley

UCLA Health Procurement

E-mail: tmmoseley@mednet.ucla.edu

All inquiries and requests for clarification regarding this RFP must be submitted in writing using the form provided in the attachments. This may be done by email to the RFP Contact. Questions are due by the date specified in the RFP Schedule below.

All inquiries shall include:

* + the RFP number
  + company name, address, contact name and phone number
  + clear and concise question(s) which reference specific section(s) or requirement(s) in the RFP

A list of all questions received by the UCLA Health (without identifying the source of the question) and the corresponding responses will be distributed by email to all RFP participants. The question and answer (Q & A) listing will also be posted on the UCLA webpage described below.

The University of California maintains a publicly available website, where all official RFP documents, updates, modifications, and questions and answers are posted and available on a 24-hour-a-day basis. Please check this website frequently throughout the process to be certain that your company is aware of all relevant updates and documents:

<http://purchasing.uclahealth.org> (click on “Information for Vendors” -> “Bidding on Jobs)

The UCLA Health Procurement Department may issue addenda or amendments to the RFP if and as necessary prior to the deadline for submission of quotations and, at its own discretion, may extend the deadline. Any such addenda or amendments will be sent by email to the RFP participants and will also be published on the UCLA webpage shown above. Amendments will be clearly marked as such, numbered consecutively, and shall be made part of this RFP. It is the respondent’s responsibility to check the UCLA bid posting web page for any and all RFP addenda, amendments, etc. prior to submitting a quotation.

Except as stated in the above paragraph, no one is authorized to amend any part of this RFP either in writing or by oral statement.

## **Timeline of Key Events**

| **Event** | **Date** |
| --- | --- |
| RFP released to selected vendors | End of September 2023 |
| Questions due from vendors | 9/29/2023 |
| UCLA Health answers to vendors questions from UCLA | 10/6/2023 |
| Responses due from vendors | 10/20/2023, 5 PM PST |
| Notification of demonstration invites and scripts/agenda | 2nd week of November 2023 |
| Vendor demonstrations | Early December 2023 and  Early January 2024 |
| Finalists selected and notified | Early February 2024 |
| Target start of implementation | 2nd Half of 2024 |

## **Evaluation Criteria**

The following criteria represents how UCLA Health will evaluate responses to determine if selected for next steps.

* **Functional Capabilities Assessment**
  1. Functionality
     1. Ability of vendor’s product to meet Finance, Procurement, and Materials Management business needs.
  2. Automation and Workflows
     1. Ability to improve automation and improve ERP-related workflows.
  3. Reporting and Analytics
     1. Data and analytics capabilities and alignment to long-term data needs.
* **IT Operations**
  1. Technical Capabilities
     1. Ability of vendor’s product to meet technical needs, including Architecture, Disaster Recovery and Business Continuity.
  2. Security
     1. Ensuring product audit and security meets / exceeds requirements.
  3. Integrations
     1. Integrations and workflow.
  4. System Maintenance
     1. Cloud based updates/security patches, upgrades cycles and release schedule, impact to other systems.
  5. Support
     1. Production Support Strategy.
* **Strategy**
  1. Company History & Culture
     1. Vendor company history and culture – How viable is the vendor?
  2. Healthcare Credentials (Provider Organizations)
     1. Vendor’s credentials within healthcare (Provider Organizations only) – Is the vendor providing healthcare specific functionality and meeting needs in healthcare, within provider organizations?
  3. Project Phasing & Timeline
     1. Data conversions and migration, resourcing, recommended partners - What unique benefits or risks are related to the vendor’s implementation approach? Considerations on migration to new ERP, WMS.
* **Sustainability Requirements Assessment**
  1. Sustainability
     1. Sustainability requirements.
  2. EDI Program
     1. Equity, Diversity & Inclusion requirements.
* **Cost Estimates**
  + 1. Total Costs – high-level project cost estimates

## **Instructions for Submitting Information**

Respondents submit your response electronically to Tynysha Moseley (tmmoseley@mednet.ucla.edu), by the due date and time.

**Submission Format and Required Submittals**

Submissions must contain all required submittals and provide a complete response to all requirements stated in the RFP. Submissions should be prepared simply and economically, providing a straightforward, concise description of the respondent’s capability to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content rather than expensive bindings and preprinted promotional materials. Submissions should be organized in the format and order presented below:

***Submission Cover Letter*** - A cover letter must be included with the response. The cover letter shall specify a company representative who is duly authorized to commit and respond on behalf of the company must sign the cover letter. The submission of a signed submission will confirm understanding and acceptance of all requirements, terms, and conditions of the RFP unless specific exceptions are requested, and alternative provisions are offered.

***Executive Summary -*** This section should present an introduction and general description of your company’s history, background, nature of business activities, corporate culture, financial stability, experience in healthcare, experience relevant to this RFP, and any other items that may distinguish your organization from other vendors. This section should also provide a statement of the Respondent’s understanding of the major objectives of the RFP. The overview should contain a brief summary of the Respondent’s approach to fulfilling the requirements, including a description of the salient features and distinctive merits of the proposed products. The summary should be readily understandable by non-technical persons at the management level and should be no more than three pages in length.

***Response to*** ***UCLA Health Cloud ERP Selection RFP Requirements Attachment\_7137*** - All vendor proposals should indicate a response to each of the business/technical issues and functional requirements listed in the **UCLA Health Cloud ERP Selection RFP Requirements Attachment\_7137**.

To demonstrate the Respondent’s capability of fulfilling the stated business/technical issues and requirements, submission responses must follow the order and format of the business/technical issues and requirements presented in the RFP for ease of evaluation.

The attached Excel worksheets are expected to be completed in full. Tabs are separated by functional/technical area and topic. Additionally, functional areas (Procurement-SCM, Materials Management-SCM, and Finance) are broken down into three separate tabs.

* Baseline Requirements are represented in a naming convention with “a” in the tab name (example: A1 a – Procurement Baseline Requirements).
* Business Issues are represented with “b” in the tab name (example: A1 b – Procurement Business Issues).
* Differentiating Requirements are represented in a naming convention with “c” in the tab name (example: A1 c – Procurement Differentiating Requirements).

**UCLA Health Cloud ERP Selection RFP Requirements Attachment\_7137 Tabs:**

**A – Capabilities**

**A1 - Procurement (****SCM)**

A1 a – Procurement Baseline Requirements

A1 b – Procurement Business Issues

A1 c – Procurement Differentiating Requirements

**A2 - Materials Management (SCM)**

A2 a – Materials Management Baseline Requirements

A2 b – Materials Management Business Issues

A2 c – Materials Management Differentiating Requirements

**A3 - Finance**

A3 a – Finance Baseline Requirements

A3 b – Finance Business Issues

A3 c – Finance Differentiating Requirements

**A4 – Warehouse Management System\***

**B – IT Operations**

B1 – Technical Issues

B2 – Interface Inventory

B3 – Security Checklist

**C – Strategy**

C1 – Company History & Culture

C2 – Healthcare Credentials (Provider Organizations)

C3 – Project Phasing & Timeline

**D – Sustainability & EDI**

**E – Costs**

***Response to Functional Baseline Requirements*** – Baseline requirements are fundamental requirements that need to be met for UCLA Health. Please select from the dropdown your response of *(Does Not Meet Qualification, Partially Meets Qualification, Meets Qualification).* If a requirement does not meet or partially meets qualification, please provide an explanation.

Baseline requirements **will not be scored** as part of the overall RFP Evaluation. These requirements are expected to be met.

***Response to Functional Business Issues*** – Existing business issues, concerns, problems experienced, and opportunities with the process and systems are documented. Business issues are prioritized on a 1-3 criticality scale *(1 – Nice to Have; 2 – Important; 3 – Critical).*

When providing input, please focus on your recommendations, best practices, differentiators, or how your solution will address the existing business issues. Where possible, give examples of how your solutions have been used with other clients to address these items.

UCLA Health will score each response on a 1-5 scoring scale *(1 - Does Not Meet Expectations; 2 - Partially Meets Expectations; 3 - Fully Meets Expectations; 4 - Exceeds Expectations; 5 - Greatly Exceeds Expectations).*

**Final score calculation: UCLA Health Scoring (1 - 5) \* Business Issue Priority (1 - 3)**

***Response to Functional Differentiating Requirements*** – Differentiating requirements will be scored as part of the overall RFP Evaluation Criteria and are prioritized on a 1-3 criticality scale *(1 – Nice to Have; 2 – Important; 3 – Critical).*Please select from the dropdown your response of *(Does Not Meet Qualification, Partially Meets Qualification, Meets Qualification).* If a requirement does not meet or partially meets qualification, please provide an explanation.

Differentiating requirements will be scored on a 0-1 scale*(0 - Does Not Meet Qualification; 1 - Meets Qualification).*Partially Meets Qualification responses will be reviewed by UCLA Health and may be awarded 1 point (equivalent to Meets Qualification), if deemed acceptable.

**Final score calculation: Requirement Qualification (0 - 1) \* Requirement Priority (1 - 3)**

***Response to Technical Issues and Questions*** – Existing technical issues, concerns, problems experienced, and opportunities with the process and systems are documented. Technical issues are prioritized on a 1-3 criticality scale *(1 – Nice to Have; 2 – Important; 3 – Critical)*.

When providing input, please focus on your recommendations, best practices, differentiators, or how your solution will address the existing business issues. Where possible, give examples of how your solutions have been used with other clients to address these items.

UCLA Health will score each response on a 1-5 scoring scale *(1 - Does Not Meet Expectations; 2 - Partially Meets Expectations; 3 - Fully Meets Expectations; 4 - Exceeds Expectations; 5 - Greatly Exceeds Expectations).*

**Final score calculation: UCLA Health Scoring (1 - 5) \* Technical Issue Priority (1 - 3)**

***Response to Interface Inventory*** – UCLA Health has provided a list of current interfaces. Please explain how your solution would replace or support these systems with the recommended solution. This is the list of systems to be replaced or supported as part of your implementation costs.

Input the status of each according to the Status Definition table listed on tab “B2” of the Excel document (functionality is provided out of the box, by proposed third party functionality, future general availability release, etc.) Please provide input with your experience supporting each interface.

Responses to UCLA Health interfaces **will not be scored** as part of the overall RFP Evaluation. Input provided will be used as supplemental information.

***Response to Security Checklist*** – Provide responses to UCLA Health’s list of Security and IT Security Control questions. For questions that are not applicable, mark “N/A” and explain why the question is not applicable.

UCLA Health will score each response on a 1-5 scoring scale *(1 - Does Not Meet Expectations; 2 - Partially Meets Expectations; 3 - Fully Meets Expectations; 4 - Exceeds Expectations; 5 - Greatly Exceeds Expectations).*

**Final score calculation: UCLA Health Scoring (1 - 5)**

***Response to Company History & Culture*** – Please provide a response to each comment listed. The University believes that the prospective bidder's previous experience, financial capability, expertise of personnel, and related factors are important in assessing the bidder's potential to successfully fulfill the qualifications defined herein.

Lack of comments to any items listed may render the bidder's proposal as non-responsive.

UCLA Health will score each response on a 1-5 scoring scale *(1 - Does Not Meet Expectations; 2 - Partially Meets Expectations; 3 - Fully Meets Expectations; 4 - Exceeds Expectations; 5 - Greatly Exceeds Expectations).*

**Final score calculation: UCLA Health Scoring (1 - 5)**

***Response to Healthcare Credentials (Provider Organizations)*** – Please provide a response to each comment listed. The University believes that the prospective bidder's previous experience, financial capability, expertise of personnel, and related factors are important in assessing the bidder's potential to successfully fulfill the qualifications defined herein.

Lack of comments to any items listed may render the bidder's proposal as non-responsive.

UCLA Health will score each response on a 1-5 scoring scale *(1 - Does Not Meet Expectations; 2 - Partially Meets Expectations; 3 - Fully Meets Expectations; 4 - Exceeds Expectations; 5 - Greatly Exceeds Expectations).*

**Final score calculation: UCLA Health Scoring (1 - 5)**

***Response to Project Phasing & Timeline*** – Based on experience, please provide recommendations for system implementation phasing and timeline. Implementation recommendations should include all systems in scope, sequencing, estimated timing, and staffing requirements/recommendations for the project phasing timeline and roadmap.

UCLA Health will score each response on a 1-3 scoring scale *(1 - Does Not Meet Expectations; 2 - Partially Meets Expectations; 3 - Fully Meets Expectations).*

**Final score calculation: UCLA Health Scoring (1 - 3)**

***Response to Sustainability and EDI Requirements*** – All vendor responses should address these questions and requirements. Please provide your response in Sustainability Requirements of the accompanying workbook.

The University of California and UCLA Health are committed to doing business in an equitable manner by working with small, local, and diverse businesses. Responses to the Equity, Diversity, and Inclusion (EDI) questions are **optional.** However,EDI questions **will be scored** on the same scale as Sustainability, provided below.

UCLA Health will score each Sustainability and EDI response on a 0-15 point scale *(0 points - Avoided Answering; 5 points - OK; 10 points - Better; 15 points - Best).*

**Final score calculation: UCLA Health Scoring (0 - 15)**

***Costs***– Please provide high-level cost projections for each of the categories listed. Also, please expand on any other costs categories that may be associated with your solution.

System costs are an essential evaluation criterion and a part of the competitive process to select the new system. The cost section of the proposal must separate one-time fees, implementation/installation costs, and recurring costs over seven (7) years. The required content shown below must be used in the submission of proposals in response to this RFP.

Vendors must provide cost data that enables comparison. For this reason, vendors may supplement the requested information. The information requested within the template is required at a minimum. Please include any assumptions used in deriving cost information. Please list software costs by module/application. The proposal must clearly define ALL costs expected to be incurred by UCLA Health during implementation and throughout a seven-year (7) term. The following line items are requested, at a minimum:

* **Application Software (license/subscription fees, implementation, annual maintenance):** All software should assume a seven-year (7) term of service. Please list all modules separately to facilitate comparison. Per module, please also list how future employee growth or acquisitions could impact costs.
* **Third-Party Software recommended or required to complete the proposed solution:** Please list all modules separately to facilitate comparison.
* **Implementation Costs:** Please include typical costs based on the project resources proposed. This includes vendor implementation costs and travel estimates.
* **Third-Party Implementation Costs:** Please include typical fees, based on the proposed solution.
* **Data Conversion:** Please include typical fees and define what data and how much history is being converted, recognizing that data conversion decisions need to be made as part of implementation planning.
* **Data Archiving:** Please include typical fees, recognizing that data archiving decisions need to be made as part of implementation planning.
* **Enterprise Reporting:** Please include fees to build out typical first-year reporting requirements or specify the portion of fees included as part of the implementation.
* **Training & Change Management Costs:** Please include recommended training for all anticipated client roles, including both IT and operational roles and other training costs (tools, systems, etc.).

***Customer List*** – Please provide a list of customers similar in size/complexity as that of UCLA Health and similar scope of products implemented. Please include customer name and scope of the implementation project including modules purchased/implemented. Please provide only customers with completed implementations.

***Sample work documents*** – Please provide sample subscription, License Agreement or Maintenance/Support Agreement, as applicable, for UCLA Health’s consideration.

***Supplemental*** – Please provide any supplemental information, if any, such as product literature, alternative solutions etc.

Incomplete submissions are subject to disqualification, however, UCLA Health reserves the right at its sole discretion, to require the Respondent to supply any missing information, with the exception of Cost Estimate data, which cannot not be included or amended after the submission due date.

Submissions must be accurate; errors or omissions of a material nature will result in rejection of a submission.

## **Evaluation and Method of Award**

Qualifications resulting from this RFP, if any, will be awarded to the responsive and responsible Respondent offering the greatest benefit to the UCLA Health, as determined by UCLA Health, when considering technical suitability for intended UCLA Health purpose, supplier performance potential. Submissions will be examined by a UCLA Health evaluation team and scored using a quality point system. The intent of the evaluation process is to determine, through application of uniform criteria, how effectively the proposed solution satisfies UCLA Health’s requirements. In addition to material provided in the submission, or may request oral presentations, additional material, information, or references from the Supplier and others.

The evaluation team will assign quality point scores based on the evaluation criteria described in previous sections of this RFP. The points assigned by each evaluator will be added together to determine the total quality points for each submission.

Exceptions taken in responses, or irregularities therein, may be negotiated with or corrected by the respondent involved provided that, in the judgment of UCLA Health, such action will not negate fair competition and will permit proper comparative evaluation of submissions. UCLA Health’s waiver of an immaterial deviation or defect shall in no way modify the RFP documents or excuse the respondent from full compliance with the RFP specifications in the event the Qualification is awarded to that respondent. UCLA Health reserves the right to accept or reject any or all submissions, make more than one qualification, or no qualification, as the best interests of UCLA Health may appear. Any contract awarded via follow-on next steps pursuant to this RFP will incorporate the requirements and specifications contained in the RFP, as well the contents of the respondent's submission as accepted by UCLA Health.

## **Restriction on Communications**

Except for the UCLA Health contact designated in this RFP, Respondents are not permitted to communicate with UCLA Health staff regarding this solicitation during the period between the Request for Proposal issue date, and the announcement of awards, except during: · The course of a Respondents' conference, if conducted; · Oral presentations and site visits, if conducted. If a Respondent is found to be in violation of this provision, UCLA Health reserves the right to reject the response.

## **Rejection of Responses**

UCLA Health reserves the right to reject submissions that are non-responsive, including, without limitation, submissions which contain the following defects:

· Late or incomplete submissions;

· Failure to conform to the rules or requirements contained in the RFP;

· Failure to sign the submission;

· Proof of collusion among respondents, in which case all submissions involved in the collusive action will be rejected;

· Noncompliance with applicable law, unauthorized additions or deletions, conditional submissions, or irregularities of any kind which may tend to make the submission incomplete, indefinite, or ambiguous as to its meaning;

· Provisions reserving the right to accept or reject an award, or to enter into a contract containing terms and conditions that are contrary to those in the solicitation;

## **Submission Preparation Costs**

UCLA Health will not be responsible under any circumstances for any costs incurred by the respondents in the generation and submission of responses, site visits, presentations, documentation, or marketing literature.

## **Disclosure of Records**

All submissions, supporting materials, and related documentation will become the property of UCLA Health.

This RFP, together with copies of all documents pertaining to any award, if issued, shall be kept for a period of five years from date of contract expiration or termination and made part of a file or record which shall be open to public inspection. If the response contains any trade secrets that should not be disclosed to the public or used by UCLA Health for any purpose other than evaluation of your approach, the top of each sheet of such information must be marked "CONFIDENTIAL INFORMATION". All information submitted as part of the submission must be open to public inspection (except items marked as trade secrets and considered trade secrets under the California Public Records Act) after the award has been made. Should a request be made of UCLA Health for information that has been designated as confidential by the respondent and on the basis of that designation, UCLA Health denies the Request for Proposal; the respondent shall be responsible for all legal costs necessary to defend such action if the denial is challenged in a court of law.

## **Insurance Requirements**

If work is to be performed on UCLA Health premises, supplier(s) shall furnish a certificate of insurance acceptable to UCLA Health (Ref.: University of California Terms and Conditions of Purchase). All certificates shall name the Regents of the University of California as an additional insured. The certificate must be submitted to the Procurement Department prior to the commencement of services. Certificates of insurance must be delivered to: UCLA Health Procurement, Attn: Don Parks, 10920 Wilshire Blvd., Suite 750 Los Angeles, CA 90024-6509

## **Audit Requirements**

Any agreement resulting from this Request for Proposal shall be subject to examination and audit by UCLA Health and the State of California for a period of three (3) years after final payment. The examination and audit shall be confined to those matters connected with the performance of the agreement, including but not limited to, the costs of administering the agreement.

## **Accessibility Requirements**

University of California Information Technology Accessibility Policy requires compliance with WCAG 2.0 level AA standards for all web-based information.

**Please provide an answer (Yes/No) to the below requirement in the** **UCLA Health Cloud ERP Selection RFP Requirements Attachment\_7137** workbook. (B1. Tech Issues > TECH-18).

* **Does the vendor portal meet UC accessibility requirements?** 
  + (Available at [http://www.ucop.edu/electronic-accessibility/index.html](https://urldefense.com/v3/__http:/www.ucop.edu/electronic-accessibility/index.html__;!!F9wkZZsI-LA!Esn8hIR_AU8oYx2SPAUyyFHgrIgyGJh5bNsmmPv8-P_HzU0B7y3shJqxs2lQgPyteHOqs900Tt93Eo5P5wb-VGYXu9Ot$))

## **Marketing References**

The successful Respondent shall be prohibited from making any reference to UCLA Health, in any literature, promotional material, brochures, or sales presentations with the express written consent of the UCLA Public Information Office.

## **Minimum Qualification Standards**

Respondents must be able to demonstrate their current capability and possess a record of successful past performance in providing substantially similar products as those specified in this RFP. Accordingly, prospective Respondents must conform to the following minimum qualification standards and provide the required information in order to be considered for award.

Vendors must have gone through the RFI process and met baseline requirements.

Vendors must have verifiable successful experience in the last three (3) years in providing the range of products specified in this RFP.

Vendors must have experience in the healthcare provider space, preferably with AMCs.

Respondents must be able to demonstrate adequate staffing, personnel experience, and other resources necessary to provide and support the required products in the timeline specified.

Respondents must possess all trade, professional, or business licenses as may be required in order to complete the work specified in the RFP.

Respondents must comply with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) that establishes new privacy rules for the protection of patient health information. Among other things, the HIPAA Privacy Rule imposes specific security and confidentiality rules relating to individually identifiable, protected health information (“PHI”) in written, electronic or oral formats.

The vendor shall provide an electronic copy of its standard software license agreement with its RFP response (if applicable).

The vendor shall provide an electronic copy of any applicable software maintenance agreement with its RFP response.

If the vendor has previously negotiated a services or software license or Business Associates agreement with UCLA Health or another UC Medical Center, this shall be included in the response. · Respondents must have the ability to obtain the necessary insurance (ref.: University of California Terms and Conditions of Purchase, Appendix A).

CONTRACTOR represents and warrants to UCLA that CONTRACTOR and CONTRACTOR's representatives are not: (1i) currently excluded, debarred, or otherwise ineligible to participate in the Federal health care programs as defined in 42 U.S.C. Section 1320a-7b-(f) (the "Federal health care programs") and/or present on the exclusion database of the Office of the Inspector General ("OIG") or the Government Services Administration ("GSA"); (ii) convicted of a criminal offense related to the provision of health care items or services but have not yet been excluded, debarred, or otherwise declared ineligible to participate in the Federal health care programs; (iii) under investigation or otherwise aware of any circumstances which may result in CONTRACTOR's or any of CONTRACTOR's representatives being excluded from participation in the Federal health care programs and/or being included on the OIG and/or GSA exclusion database; (iv) debarred, suspended, excluded or disqualified by any Federal governmental agency or department or otherwise declared ineligible from receiving Federal contracts or federally approved subcontracts or from receiving Federal financial and nonfinancial assistance and benefits; and/or (v) under investigation or otherwise aware of any circumstances which may result in CONTRACTOR or any of CONTRACTOR'S representatives being debarred, suspended, excluded or disqualified by any Federal governmental agency or department or being excluded from receiving any Federal contracts or subcontracts or participating in any Federal financial and nonfinancial assistance and benefits. This shall be an ongoing representation and warranty during the term of this Agreement and CONTRACTOR shall immediately notify UCLA of any change in the status of any of the representations and/or warranties set forth in this Section. Any breach of this Section shall give UCLA the right to terminate this Agreement immediately for cause.

BEFORE ASSIGNING ANY EMPLOYEE TO ENTER UC PREMISES IN CONNECTION WITH ANY ORDER, THE CONTRACTOR SHALL CONDUCT THE BACKGROUND CHECKS LISTED BELOW. AS INDICATED IN UC'S AGREEMENT(S) WITH THE CONTRACTOR, CERTAIN FINDINGS PURSUANT TO THE BACKGROUND CHECKS MUST BE REPORTED TO THE UNIVERSITY OF CALIFORNIA AND WILL RESULT IN THE EMPLOYEE'S BEING UNABLE TO PERFORM WORK AT A UC SITE.

AN ACCEPTABLE BACKGROUND SCREEN SHALL CONSIST OF THE LAST 7 YEARS RESIDENCE AND EMPLOYMENT VERIFICATION AND CRIMINAL CONVICTION RECORDS INVESTIGATION CONDUCTED BY ONE OF THE SPECIFIED 3RD PARTY AGENCIES APPROVED BY THE UNIVERSITY OF CALIFORNIA. A CRIMINAL CONVICTIONS RECORDS INVESTIGATION SHALL CONSIST OF A RECORDS SEARCH (DOCUMENTED BY A WRITTEN REPORT RETAINED BY THE CONTRACTOR OF THE RESULTS OF SUCH SEARCH) BY THE APPROPRIATE LAW ENFORCEMENT OR OTHER LOCAL OR STATE AGENCY IN EACH LOCATION IN WHICH THE EMPLOYEE HAS RESIDED AND WORKED IN AT LEAST THE SEVEN YEARS PRECEDING THE DATE OF THE CRIMINAL CONVICTION RECORDS INVESTIGATION. A PERSON CONVICTED AS AN ADULT OF ANY ONE OF THE FOLLOWING SHALL NOT PERFORM WORK ON UC PREMISES: MURDER; MANSLAUGHTER; KIDNAPPING; RAPE; SEXUAL BATTERY OR GROSS SEXUAL IMPOSITION; DOMESTIC VIOLENCE; ASSAULT; ARSON; ROBBERY; BURGLARY; THEFT; EMBEZZLEMENT; FRAUD; DRUG POSSESSION, MANUFACTURING OR TRAFFICKING. A PERSON CONVICTED AS AN ADULT OF ANY FELONY, CONVICTED OF ANY FELONY, CONVICTED OF MORE THAN ONE MISDEMEANOR IN THE PREVIOUS TWO YEARS, OR CONVICTED OF MORE THAN FIVE MISDEMEANORS IN THE PREVIOUS SEVEN YEARS SHALL NOT PERFORM WORK ON UC PREMISES. UC MAY REQUIRE PERSONS, BEFORE ENTERING UC PREMISES, TO COMPLETE A CRIMINAL CONVICTIONS QUESTIONNAIRE. IN THE EVENT THAT UC HAS GROUNDS TO BELIEVE THAT AN EMPLOYEE OF CONTRACTOR HAS FALSIFIED THE CRIMINAL CONVICTIONS QUESTIONNAIRE IN ANY WAY, SUCH PERSON SHALL NOT PERFORM WORK ON UC PREMISES. UC RESERVES THE RIGHT, AT ITS DISCRETION, TO REQUEST FROM SUPPLIER DOCUMENTATION OF THE COMPLETION OF A CRIMINAL CONVICTIONS RECORDS INVESTIGATION FOR ANY EMPLOYEE ASSIGNED TO WORK ON UC'S PREMISES. THE CONTRACTOR'S FAILURE TO HAVE COMPLETED A CRIMINAL CONVICTIONS INVESTIGATION OF ANY OF ITS EMPLOYEES IN ACCORDANCE WITH THIS CLAUSE SHALL BE GROUNDS FOR IMMEDIATE EXPULSION OF THE CONTRACTOR FROM UC PREMISES AND UC SHALL HAVE THE RIGHT TO TERMINATE FOR DEFAULT ALL ORDERS. In addition to the information required above, UCLA Health may request additional information either from the Respondent or others, to verify the Respondent’s ability to successfully meet the requirements of this RFP.