

Process Improvement Master Agreement

General Information

Background

The County of Los Angeles (County) is seeking qualified companies to enter into a Master Agreement with the County to provide professional services to County departments in streamlining County's operations, reducing or eliminating redundant processes, improving efficiency, and enhancing its service deliveries to constituents (collectively referred as Process Improvement services). Associated services that will be solicited under this Master Agreement would include:

- Process improvements;
- Change management; and
- Other administrative best practices to increase efficiencies and/or reduce operating costs.

This Master Agreement would not be used as a vehicle for County departments to solicit, or for contractors to propose or to recommend, any specific information technology product or solution.

On June 15, 2010, the County's Board of Supervisors authorized the Chief Executive Officer to solicit Statement of Qualifications and sign Process Improvement Services Master Agreement with qualified firms. Interested and qualified Proposers that meet the minimum qualifications are invited to submit a Statement of Qualifications (SOQ) as detailed in the Request for Statement of Qualifications (RFSQ) for Process Improvement Services Master Agreement.

Selected firms will be offered a non-exclusive Master Agreement, administered by the County's Chief Executive Office (Department). County departments, through Purchase Orders, will contract for individual projects with Master Agreement firms as the need arises. The Master Agreement guarantees no minimum amount of work.

Scope of Services

Proposer must demonstrate proven ability to analyze work processes and make actionable recommendations for improvement, and have assisted clients in the implementation of such efforts, producing measurable results and cost savings or cost avoidance. Examples of improvements may include but are not limited to:

- Increased speed and competency to accomplish tasks;
- Improved service;
- Improved cost and inventory control;

- Simplification of processes and procedures;
- Standardization of practices;
- Elimination of waste; and
- Streamlined workflow

The following scope of work is intended as an example. The examples provided below are not exhaustive and in no way restrict individual County departments from developing customized requests for services.

- Engage in hands-on, pre-assessment of department to identify gaps in processes, duplication of efforts, and defects in the execution of operational functions. Provide a report on findings and work with departments to determine improvement priorities and feasibility of implementation.
- Identify areas associated with the cause of “ripples of inefficiency,” lack of quality control, and the overuse of management oversight due to unnecessary or outdated procedures.
- Identify inefficiencies and areas of potential cost savings; develop and introduce a new “spending plan” to include an analysis of labor, procurement and inventory management processes.
- Track, measure, compare and analyze current processes to improvements made and implemented by contractor.
- Provide bench-marking data and work with agency to incorporate practices that will align outcomes with comparable agencies.
- Develop new policies and procedures in accordance with industry established guidelines, recommendations and best practices.
- Assist in the implementation of new processes and procedures through meeting facilitation and training.

PROPOSER’S MINIMUM REQUIREMENTS

Proposers are required to have the minimum qualifications stated below to submit a SOQ as detailed in the RFSQ for Improvement Services Master Agreement:

- Proposer’s firm must have five years’ experience, within the last seven years, providing consultant services in the area of Process Improvement to public and/or private sector agencies with 500 employees or above.

- Proposer’s project manager(s) must have three years’ experience, within the last five years, leading Process Improvement projects or providing similar services to County or other public entities.
- Proposer must provide a detailed description of the firm’s formal Process Improvement methodology, or lacking a firm’s formal methodology, a process or approach utilized in a previous engagement with the County or other public entities. A link to the Proposer’s or another entity’s website will not be accepted as a substitute.
- Proposer must provide at least three references relating to the job performance and scope of work completed within the last three years in the area of Process Improvement. One such reference must be from a public entity.
- Proposer must provide at least three examples of performance metrics and/or benchmarks developed or utilized by the Proposer firm to assist County or other public entities in evaluating its performance before and after the Proposer’s engagement with that agency.
- Proposal must comply with the RFSQ format and requirements, be properly organized regarding content and sequence, and contain all forms.
- Proposer must comply will all Master Agreement requirements, which includes insurance provisions. See document titled, “Insurance Requirements for Master Agreement Contractors.”

PROCESS FOR MASTER AGREEMENT PROPOSAL SUBMISSION

1. Proposers shall submit their proposal **within 5 calendar weeks of downloading** the application packet.
2. The County will evaluate proposal to determine eligibility for the Master Agreement. If firm is determined to be eligible for the Master Agreement, a notification will be sent to the proposer.
3. A Master Agreement contract will be forwarded to County Counsel for review and signature, and then sent to the proposer/consultant for review and signature.

4. Once signed by consultant, the contract will be forwarded to the Chief Executive Officer for final signature.
5. Once firm is placed on the list, departments will be given access to all firms listed and can begin the process of soliciting a Master Agreement firm. See document titled "Solicitation Process for Master Agreement Firms".

QUESTIONS REGARDING THE RFSQ AND THE PROPOSAL SUBMISSION

Proposers may direct questions about the RFSQ to:

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