

October 26, 2023

AMENDMENT 1

CALIFORNIA COUNTY ASSESSORS' INFORMATION TECHNOLOGY AUTHORITY (Authority)

NON-IT CALIFORNIA MULTIPLE AWARD SCHEDULE (CMAS)

REQUEST FOR OFFER (RFO) #102023

PROOF OF VALUE: PROPOSITION 19 & EXCEPTIONS PORTAL

Please review this Request for Proposal (RFO) by the California County Assessors' Information Technology Authority (AUTHORITY): [RFO 102023 Proof of Value - Proposition 19 & Exceptions Portal](#). Exhibit A, Statement of Work (SOW), outlines the services required during this engagement.

Entities submitting an offer must comply with the instructions contained herein. AUTHORITY will review all responses to this RFO and award based on the criteria identified in Attachment 1, California Multiple Award Schedule (CMAS) Best Value Evaluation.

RFO responses are due by [November 6, 2023 by 4:00pm Pacific Time](#). Deliver one (1) soft copy via electronic mail (email) of your response to the AUTHORITY Contact named below. Questions regarding this RFO must be sent via email by the date stated in the Key Action Dates (see Section 2 on the following page). AUTHORITY will release an official response to all interested vendors via a Question & Answer document.

Authority Contact:

[Rob Grossglauer, Interim Executive Director](#)
[California County Assessors' Information Technology Authority](#)
Rob.Grossglauer@CCAITJPA.ORG
Phone: 916-443-6181

NOTE: Hard copies and fax transmittals will NOT be accepted for this RFO. Under no circumstances will late deliveries be accepted.

CCAITJPA Proof of Value

1. BACKGROUND.

In 2022, the California State Legislature passed, and the Governor signed into law, Senate Bill 189, which established, from July 1, 2022, to June 30, 2025, inclusive, the County Assessors' Grant Program to assist county assessors in performing property assessments with technology investments.

The bill authorizes, for the 2022–23 fiscal year, a county assessor joint powers authority to apply, in the form and manner specified by the Department of Finance (DOF), by October 1, 2022, for program funds. The bill sets forth requirements and standards for the review and approval of an application or memorandum and method of payment of program funds.

The California County Assessors' Information Technology Authority (Authority) was created in November of 2022 as joint powers authority (JPA) organized under Government Code section 6500 for the purpose of implementing the 2022 Budget Act appropriation under RTC 95.60 - County Assessors Grant Program: assistance to county Assessors with technology investments. Property owners, as well as the Authority and local government benefit when county Assessors can fairly, accurately and expeditiously assess property for property tax purposes. The legislature has determined that providing county Assessors with the resources to acquire technology allows for a streamlined process in performing property assessment benefiting constituents statewide.

The 2022-2023 budget of the Authority of California included preliminary funding to be disbursed to, managed, and expended by a joint power's agreement comprised of California counties represented by their respective assessor. The funds are for the creation of technology system creation and improvements of statewide applications for California assessor offices. The Authority is managed by a board of directors consisting of the California Assessor Association (CAA) President, the CAA Treasurer, a coordinating assessor, and an additional 6 assessors chosen by the member assessors of the Joint Powers Authority.

DOF requires that the new program benefit all 58 counties and taxpayers, and participants formed a JPA so State funds can be deposited with a legal entity.

DESCRIPTION OF WORK

In November of 2020, California voters passed Proposition 19, which dramatically changed property tax laws and placed new administrative and valuation requirements on all Assessor's Offices throughout the State. These requirements mandate the cooperation of county assessors throughout the State to certify and share property value information statewide.

- The first project of this new JPA is aimed at creating a portal to file required forms by taxpayers and a way for counties to collaborate on data collection and communication in regard to the recently passed Proposition 19. [Please see the attached Proposition 19 Advisory Committee Project Charter.](#)
- The second project approved by the Authority will create a public portal for schools, churches, affordable housing providers, non-profits, museums, etc., to electronically file their property tax exemption claim forms with all participating Assessors' Offices. This will allow a more efficient means of communicating and working with property owners, organizations, and other California Assessors' Offices. [Please see the](#)

[attached Exemptions Advisory Committee Project Charter.](#)

This RFO aims to engage a qualified vendor to develop a Proof of Value (POV) to support both JPA projects and to meet the program guidelines, reporting requirements, and timeline as mandated in Senate Bill 189.

Senate Bill 189, administered by the California State Department of Finance, establishes the County Assessors' Grant Program from July 1, 2022, to June 30, 2025, to aid county assessors in property assessments through technology investments. County assessors can apply for program funds by October 1, 2022, and the Authority has allocated \$10,000,000 for technology improvements in California Assessors' Offices both in the 2022-2023 and the 2023-2024 California State budget. A Joint Powers Authority (JPA) will manage these funds, consisting of representatives from various California counties. The program must benefit all 58 counties and taxpayers, and it's a response to the changes in property tax laws brought about by Proposition 19. Projects include creating a portal for taxpayers and organizations to file forms and enhancing communication between counties and property owners. This document seeks a qualified vendor to develop a Proof of Value (POV) for these projects, meeting Senate Bill 189's requirements.

2. KEY ACTION DATES

The AUTHORITY has an intentionally aggressive timeline due to the need to deliver a fully functioning system in mid-2024. Adherence to the following schedule of dates and times is required. If AUTHORITY finds it necessary to change any of these dates, it will be accomplished by issuing an addendum.

KEY ACTION DATES	DATE
Release of RFO	October 20, 2023
Last Day to Submit Questions (4:00PM PT)	October 24, 2023
RFO Response Submission Due Date (4:00pm PT)*	November 6, 2023
Interviews**	November 13-17, 2023
Proposed Award Date	November 30, 2023

* All dates after the RFO Response Submission Due Date are approximate and may be adjusted as conditions indicate without an addendum to this RFO.

** Interviews are not required and will be conducted at the sole discretion of the AUTHORITY. AUTHORITY will provide 1-2 day(s) advance notice if/when it conducts interviews.

3. INTERVIEWS (OPTIONAL)

Offers will be reviewed and compared to one another and will be assigned a ranking based on its adequacy, thoroughness, and the degree to which the offered solution and approach best meets the Program's needs and represents the best value to AUTHORITY. If AUTHORITY determines interviews are required, up to the three (3) highest ranking CMAS Respondents will be interviewed, depending on the total number of responses received. AUTHORITY may, at its discretion, choose not to conduct interviews. The purpose of the interview, if held, is to confirm or assess all or some of the following:

- a. The Respondent's understanding of AUTHORITY needs and the project importance.
- b. The Respondent's commitment to provide timely and effective services.
- c. The capabilities and strengths of the Respondent's proposed resources.
- d. The soundness and strengths of the Respondent's approach to accomplish the objectives and manage the project to ensure successful completion of all SOW requirements.
- e. The Respondent's verbal communication skills.

4. AUTHORITY TO CONTRACT OUT

This solicitation is being conducted under the policies and procedures developed by the Authority of General Services (DGS) as provided under Public Contract Code (PCC) section 12100 et seq.

5. RFO RESPONSE GUIDELINES

Responses to this RFO shall contain all data/information requested and shall conform to the format described in this RFO. It is the sole responsibility of the Respondent to provide all required data and any other information deemed necessary, for AUTHORITY to determine and verify the Respondent's ability to perform the tasks and activities defined in the SOW.

6. RFO RESPONSE CONTENT

The RFO response shall contain the following documents in the order specified below. AUTHORITY will review each document for completeness, and each document will be considered a pass or fail based on AUTHORITY's review. RFO responses that fail to follow this format may be deemed non-responsive and rejected.

- a. Cover Letter (Attachment 2). An individual authorized to bind the company contractually must sign the Cover Letter. The signed Cover Letter acknowledges that the company agrees to all the terms and conditions outlined in this RFO.
- b. Table of Contents. A Table of Contents must list the response sections.
- c. Approach and Methodologies. Include a response to the SOW identifying what activities will be undertaken to deliver the services and provide the task/deliverables.
 - (1) Outline and describe the methodology and strategies to accomplish the project objectives including any proposed tools.
 - (2) Draft task schedule including task dependencies and resource assignments.
 - (3) A point-by-point response to all tasks/deliverables included in the SOW, (Exhibit A) of this RFO with an overview of intended deliverable and outcomes.
- d. Staff Experience Worksheet (Attachment 3). The RFO response must include a completed Staff Experience Worksheet with attached resume(s) (and any additional attachments and/or certifications as necessary) detailing current and/or past experience of the proposed consulting staff (not company/firm) for this engagement. The Staff Experience Worksheet(s) must provide sufficient detail to allow the AUTHORITY to confirm that experience commensurate with services requested in the SOW.
- e. Staff References (Attachment 4). Each proposed consulting staff identified for this engagement shall provide a minimum of one (1) reference. Each reference must:
 - Be submitted on a separate form (Attachment 4).
 - Have used similar services from the proposed consultant.
 - Be able to confirm the consultant's knowledge, skills, and experience.
 - Be external to the Respondent's organization/corporate structure.
 - Support the depth and breadth of experience required as part of this engagement.
 - Include the customer's company name and address, and the contact person's

name, telephone number and email address.

- f. Signed Security and Confidentiality Statement (Attachment 5). The Security and Confidentiality Statement must be signed by an individual authorized to bind the company contractually. Individual Security and Confidentiality Statement are required for each consultant staff before beginning work on this Contract, should a contract award be made.

- g. Completed Cost Worksheet (Exhibit B-1). The Respondent shall complete the Cost Worksheet, including filling in all costs. The Cost Worksheet shall include staff name(s), classification(s), and hourly rate(s) for the description of the services/tasks defined in the RFO SOW (Exhibit A). **Classifications of proposed staff must be allowed on the Respondent's CMAS, and the Rate per Hour must be equal to or lower than the listed Federal GSA Schedule price. Contractor may provide a fixed price proposal with work order authorization payment schedule based on agreed deliverables.**

The AUTHORITY is responsible for any necessary software, platform, and cloud computing technology costs associated with the development of the information technology system. AUTHORITY desires Respondent to include anticipated information technology tool sets and costs associated (not required). The AUTHORITY will determine all tools sets after consultation with Respondent and AUTHORITY's internal and external consultants.

AUTHORITY requests a best estimate cost sheet, if possible, for all infrastructure hosting and software and platform deployment costs anticipated, being listed as both 'fixed' and 'variable' costs associated with the POV. These costs are NOT to be covered by the Contractor. AUTHORITY desires the POV to be built in a hosted cloud environment. Best estimates for the following are requested and desired, including:

- **Compute Costs**
- **Storage Costs**
- **Data Transfer Costs**
- **Database Costs**
- **Licensing Costs**
- **Other Costs**

- h. Payee Data Record (STD 204) (Attachment 6). A completed STD 204 must be completed and signed by an appropriate and authorized individual. The STD 204 is available for download at the following link:

<http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>.

If applicable, Payee Data Record Supplement Form (STD 205) available for download at:

<https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf>.

- i. Bidder Declaration (GSPD-05-105) (Attachment 7). The Respondent must complete the GSPD-05-105 and submit it with its response/offer. When completing the declaration, all subcontractors proposed for participation in the Contract must be identified. The GSPD-05-105 is available for download at the following link:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>.

- j. Disabled Veteran Business Enterprise Declaration (DVBE) (DGS PD 843), if applicable (Attachment 8). Respondents who have been certified by California as a DVBE must submit a completed form DGS PD 843. All disabled veteran owners and disabled veteran managers of the DVBEs must sign the forms. The DGS PD 843 is available for

EXHIBIT A

STATEMENT OF WORK (SOW)

1. BACKGROUND

In November of 2020, California voters passed Proposition 19, which dramatically changed property tax laws and placed new administrative and valuation requirements on all Assessor's Offices throughout the State. These requirements mandate the cooperation of county assessors throughout the State to certify and share property value information statewide. The first project of this new JPA is aimed at creating a public facing portal to file required forms by taxpayers and a way for counties to collaborate on data collection and communication in regard to the recently passed Proposition 19.

The second project approved by the Authority will create a public portal for schools, churches, affordable housing providers, non-profits, museums, etc., to electronically file their property tax exemption claim forms with all participating Assessors' Offices. This will allow a more efficient means of communicating and working with property owners, organizations, and other California assessor offices.

Senate Bill 189 which establishes, from July 1, 2022, to June 30, 2025, inclusive, the County Assessors' Grant Program to assist county assessors in performing property assessments with technology investments and authorized, for the 2022–23 fiscal year, a county assessor's joint powers authority to apply for program funds. The legislation sets forth requirements and standards for the review and approval of an application or memorandum and method of payment of program funds.

The 2022-2023 State budget included \$10,000,000 to be disbursed to, managed, and expended by a joint powers authority comprised of California counties represented by their respective assessor. The funds are for the creation of technology improvements of statewide application for California assessor offices. The Authority will be managed by a board of directors consisting of the California Assessor Association President, the CAA Treasurer, a coordinating assessor, and an additional 6 assessors chosen by the members of the Joint Powers Authority (JPA).

DOF requires that the new program benefit all 58 counties and taxpayers. A Joint Powers Authority (JPA) was formed to receive the State funds and build the information technology systems necessary.

This RFO aims to engage a qualified vendor to develop a Proof of Value (POV) to support both Authority projects and to meet the program guidelines, reporting requirements, and timeline as mandated in Senate Bill 189.

2. OBJECTIVE

The Contractor [TBD] (hereinafter referred to as the "Contractor") agrees to provide the California County Assessors' Information Technology Authority (hereinafter referred to as "AUTHORITY") with information technology development and consulting services in delivery, development, and testing of information technology (IT) systems in order to develop and socialize a POV that demonstrates:

- A portal for counties to collaborate on data collection and communication regarding the recently passed Proposition 19, and for taxpayers to file required forms

- Public facing portal for exemptions, including commercial properties e.g., schools, churches, affordable housing providers, non-profits, museums, etc., to electronically file property tax exemption claim forms with all participating assessor offices.

These solutions will create a more efficient means of communicating and working with property owners, organizations, and other California assessor offices.

For additional details on the technology needs and implementation expectations, please see the Proposition 19 Project Charter (Attachment 11) and the Exemptions Project Charter (Attachment 12).

3. TERM/PERIOD OF PERFORMANCE

- The period of performance for the contract shall be four (4) months from DATE [TBD] or upon approval, whichever is later through DATE [TBD], with an option to extend for an additional two (2) month term at the original rates evaluated and considered and exercised at the AUTHORITY's sole discretion.
- The Contractor shall not be authorized to deliver or commence the performance of services as described in this SOW until written approval has been obtained from all entities. Any delivery or performance of service that is commenced prior to the signing of the Contract shall be considered voluntary on the part of the Contractor and non-compensable.
- Consistent with the terms and conditions of the original solicitation, and upon mutual consent, the AUTHORITY and the Contractor may execute written amendments for changes to this contract that were evaluated and considered.

4. CONTRACT REPRESENTATIVES

All notices required by, or relating to, this Contract shall be in writing and shall be sent to the parties identified below. If a Contract Administrator and/or Project Manager changes, each party shall notify the other in writing. All such notices shall be deemed duly given if deposited (postage prepaid) in the United States mail or emailed and directed to the prevailing addresses.

The Contract Administrators during the term of this contract will be:

Authority: TBD Name: Phone: e-mail:	Contractor: TBD Name: Phone: e-mail:
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The Project Manager during the term of this contract will be:

Name: TBD Address: Phone: e-mail:	Contractor: TBD Name: Address: Phone: e-mail:
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Contractor shall provide consultation, creation and assistance for key tasks and deliverables, including but not limited to:

a. Initiating

- 1) Offer guidance on success metrics for the POV that can be measured and tracked.
- 2) Set the strategy and governance of the POV to support completion in a timely and efficient manner that aligns with the project key milestones and dates.
- 3) Work closely with Authority to determine the use cases that will comprise the POV and the identified 2 -3 counties that will be included as part of development.
- 4) Define measurable POV success criteria to help manage scope and up front targets

b. Planning and Executing

- 1) Partner with the AUTHORITY to iteratively design and develop the POV based on agile methodology.
- 2) Articulating information technology tool sets necessary, including a hosted cloud environment and potential software and platform solutions associated with the new IT system
- 3) Create a POV for Proposition 19 Portal and Exemptions Portal with three (3) defined use cases from two (2) – three (3) identified and agreed upon counties.
- 4) Develop up to five (5) personas as part of the POV to support communications, stakeholder engagement, and user experience.
- 5) Create a digital experience as part of the POV for filing exemptions with County Assessors, including electronic signatures, for one (1) - two (2) use cases for commercial properties (e.g., schools, churches, affordable housing providers, non-profits, or museums, etc.).
- 6) Create a data lake as part of the POV with data sharing capabilities enabling two (2) – three (3) counties to transfer information, including the following:
 - A universal property record identifier
 - Property purchase price
 - Change of ownership
 - Secure and protected personal identifying information
- 7) Inclusion of, and recommendations on, security capabilities needed for file sharing with internal and external users, along with security access controls and data privacy protections.

c. Closing

- 1) Provide a technology roadmap that includes recommendations on development and deployment of the portal to all 58 counties.
- 2) Provide recommendations for change management, training and communications related to the POV and eventual larger system, including recommendations and suggested rules for a Change Control Board and Change Request Management Methodology

d. Collaboration and Communication

- 1) Work closely with the Authority and relevant stakeholders: Maintain open lines of communication and collaborate effectively with the Authority and other involved parties to ensure the successful completion of the project.
- 2) Provide regular updates on project progress: Share project status reports and updates to keep the Authority informed of progress, challenges, and any adjustments needed to meet project goals.
- 3) Conduct meetings and presentations as needed: Engage with Authority and other stakeholders through meetings, presentations, and workshops to share findings, discuss recommendations, and facilitate the development of the POV.

e. Deliverables

- 1) Measurement Plan: A detailed plan outlining the success metrics agreed upon with Authority to determine successful completion of the POV.
- 2) Development and Test Plan: A detailed plan outlining the methodology and milestones identified to develop the POV and complete testing of the POV by the identified and agreed upon two (2) – three (3) counties.
- 3) Communications and Stakeholder Engagement Plan: A detailed plan outlining the communications and stakeholder engagement that will be used to prepare and socialize the POV with the identified and agreed upon counties as well as set the foundation for future adoption of the portal.
- 4) Proof of Value: A working prototype of the portal, data lake, and data analytics that align to the objectives of this RFO.
- 5) Progress Reports: Regular updates on project progress, including any challenges faced and adjustments needed to meet project goals.

7. ACCEPTANCE OF PROJECT TASKS/DELIVERABLES

It shall be in the AUTHORITY's sole determination as to whether a project task/deliverable identified in this Contract or in a supplemental Work Authorization (WA), Exhibit A-2 has been successfully completed and acceptable to the AUTHORITY. Acceptance criteria shall consist of the following:

- a. The approval process is outlined in Section 12, Performance.
- b. A signed WA Acceptance Document (WAAD), Exhibit A-4 is required for each project task/deliverable identified in a WA.
- c. The Contractor shall meet all timelines, as agreed to in the Contract or in WA.

8. CONTRACTOR REPORTING REQUIREMENTS

The Contractor must submit bi-weekly written Contract Status Reports in MS Word format to the AUTHORITY Contract Administrator or as directed. The Contract Status Reports shall detail the current status and future activities of this contract. The Contract Status Reports are not considered deliverables under the terms of this contract. The Contract Status Reports

shall include, but not limited to, the following information:

- a. A summary of the work completed during the reporting period, showing actual versus planned work.
- b. The tasks that are behind schedule, the overall impact on the contract, and the approach for remediation.
- c. The tasks expected to be completed in the next reporting period.
- d. Escalations, as appropriate, relating to the Contractor's performance of tasks or any risks and issues.
- e. An accounting of Contractor's staff hours for the reporting period and for the contract to date (i.e., time sheets).
- f. Ad hoc reporting as required.

9. CONTRACTOR RESPONSIBILITIES

- a. The Contractor shall provide its own equipment necessary to perform the required duties.
- b. The Contractor shall designate a primary contact person to whom all project communications may be addressed and who has the authority to act on all aspects of the services.
- c. The Contractor shall assign a point of contact to respond to emergent research or technical requests from the AUTHORITY, and Project Manager(s) within 24 hours. Acknowledgement and discussion of the work to be done should be completed within 24 hours, the actual work may take longer as agreed to with the contractor.
- d. The Contractor shall perform the majority of their duties virtually and via calls, with the exception of onsite work necessary for engagement events.
- e. The Contractor shall notify AUTHORITY, in writing, within five (5) calendar days of any changes in the personnel assigned to the project tasks/deliverables by completing Exhibit A-3, Personnel Change Order Request form, with attached resume(s) and staff experience worksheet(s). If the Contractor's staff is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall make every reasonable effort to provide suitable substitute personnel. The substitute personnel must meet or exceed the qualifications, meet all mandatory requirements, and be approved by the AUTHORITY Contract Administrator in advance of any perform under the contract via an approved Personnel Change Order Request form. The rates for the substituted personnel must be less than or equal to the rates of the personnel that they are replacing.
- f. The Contractor shall notify AUTHORITY, in writing, within five (5) calendar days of any additions in the personnel assigned to the project tasks/deliverables by completing a Personnel Change Order Request form, Exhibit A-3 with attached resume. The added personnel must be within the classifications originally evaluated, must meet all requirements, and be approved in advance of any perform under the Contract by the Authority, via an approved Personnel Change Order Request form. The rates for the added personnel must be less than or equal to the rates of classifications originally evaluated.

- g. The Contractor's consultants may be required to perform their duties on any of the premises of the AUTHORITY. Additionally, there may be rare instances where services may be required outside of the AUTHORITY's normal business hours to successfully provide the services described in this SOW.
- h. The Contractor shall adhere to AUTHORITY policies and procedures, guidelines and templates including access and security requirements.
- i. The Contractor's consultants shall be proficient in using all AUTHORITY-approved tools to perform the work under this Agreement. The Contractor shall not bill the AUTHORITY for time spent training its staff to use AUTHORITY-approved tools.
- j. If requested, the Contractor shall participate in periodic briefings for the Board of Directors, as deemed appropriate by AUTHORITY.

□ **AUTHORITY RESPONSIBILITIES**

- a. AUTHORITY will designate a person to whom all Contractor communication should be addressed and who has the authority to act on all aspects of the services. The designee will review the SOW and associated documents with the Contractor to ensure an understanding of the responsibilities of both parties. AUTHORITY is likely to provide a Project Manager for the Proposition 19 component, as well as a Project Manager for the Exemptions component. Contract will be communicating and working with any/all project managers authorized by AUTHORITY.
- b. AUTHORITY will provide access to AUTHORITY staff and management, offices and operation areas, as required, to complete the tasks and activities defined under this contract.
- c. AUTHORITY will provide a minimum of ten (10) business days for the timely review and approval of information and documentation provided by the Contractor to perform its obligations.
- d. AUTHORITY will provide information regarding the business structure of the AUTHORITY and schedule the availability of the AUTHORITY personnel for interviews, as required by the Contractor to perform its responsibilities.

□ **WORK AUTHORIZATIONS**

- a. Each WA shall consist of a detailed Statement of the purpose, objective, or goals to be undertaken by the Contractor and all information requested to be provided per Exhibit A-2, Work Authorization.
- b. All WA must be in writing and signed by the Contractor and the AUTHORITY Contract Administrators before beginning the work identified in the WAs.
- c. The AUTHORITY has the right to require the Contractor to stop or suspend work on any WA.
- d. If contract is based on work hours, personnel resources will not be expended (at a cost to the AUTHORITY) on task/deliverable accomplishment(s) in excess of the estimated work hours identified in the WA unless the procedure below is followed:
 - 1) If, in perform of the work, the Contractor determines that a WA under this Contract cannot be accomplished within the estimated work hours, the Contractor shall

immediately notify AUTHORITY in writing of the revised estimate of the work hours which will be required to complete the WA in full. Upon receipt of such notification, the AUTHORITY may:

- a) Authorize the Contractor to expend the estimated additional work hours or service in excess of the original estimate necessary to accomplish the WA;
 - b) Alter the scope of the WA in order to define tasks that can be accomplished within the remaining estimated work hours; or
 - c) Terminate the WA.
- 2) AUTHORITY will notify the Contractor, in writing, of its decision within seven (7) calendar days after receipt of the Contractor's notification. If written notice to proceed is given via an amended WA signed by the Contractor and AUTHORITY, the Contractor may expend the estimated additional work hours for the agreed upon services. Via the written approved and signed WA, AUTHORITY agrees to reimburse the Contractor for such additional work hours.

12. PERFORMANCE

AUTHORITY will be the sole judge of the acceptability of all work perform and all work products produced by the Contractor as part of this SOW or any WA. Should the work perform or the products produced by the Contractor fail to meet the AUTHORITY conditions, requirements, specifications, guidelines, or other applicable standards, the following resolution process will be employed, except as superseded by other binding processes:

- a. AUTHORITY will notify the Contractor in writing within five (5) Authority business days after the Contractor completes each phase of service of any acceptance problems by identifying the specific inadequacies and/or failures in the services perform and/or the products produced by the Contractor. The costs related to rework of unacceptable work products shall not be borne by or billed to AUTHORITY.
- b. The Contractor shall, within five (5) business days after initial problem notification, respond to AUTHORITY by submitting a detailed explanation describing precisely how the identified services and/or products adhere to and satisfy all applicable requirements and/or a provide a proposed corrective action plan to address the specific inadequacies and/or failures in the identified services and/or products. Failure by the Contractor to respond to the AUTHORITY's initial problem notification within the required time limits may result in immediate termination of the Contract. In the event of such termination, AUTHORITY shall pay all amounts due the Contractor for all work accepted prior to termination commenced.
- c. Within five (5) business days after receipt of the Contractor's detailed explanation and/or proposed corrective action plan, AUTHORITY will notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If AUTHORITY rejects the explanation and/or plan, the Contractor shall submit a revised corrective action plan within three (3) Authority business days of notification of rejection. Failure by the Contractor to respond to AUTHORITY's notification of rejection by submitting a revised corrective action plan within the required time limits may result in immediate termination of the Contract. In the event of such termination, AUTHORITY shall pay all amounts due the Contractor for all work accepted before the termination commenced.
- d. AUTHORITY will, within three (3) business days of receipt of the revised corrective action plan, notify the Contractor in writing whether it accepts or rejects the revised corrective

action plan proposed by the Contractor. Rejection of the revised corrective action plan will result in immediate termination of the contract. In the event of such termination, AUTHORITY shall pay all amounts due the Contractor for all work accepted before the termination commenced.

13. PROBLEM ESCALATION

The parties acknowledge and agree that certain technical and project-related problems or issues may arise and that such matters shall be brought to AUTHORITY's attention. Problems or issues shall normally be reported in regular Contract Status Reports. However, there may be instances where the severity of the problem(s) justifies escalated reporting. To this extent, the Contractor shall determine the severity level and notify the appropriate AUTHORITY personnel. The AUTHORITY personnel notified and the time taken to report the problem or issue shall be at a level commensurate with the severity of the problem or issue. The AUTHORITY personnel to notify include, but are not limited to, the following:

First level: TBD
Second level: TBD

14. CANCELLATION

AUTHORITY may exercise its option to terminate the contract at any time within thirty (30) calendar days' prior written notice. In the event of such termination, AUTHORITY shall pay all amounts due the Contractor for all work accepted before termination commenced.

15. OTHER CONTRACT CONSIDERATIONS

- a. The Contractor shall act as the prime contractor under this contract. In addition to identifying all personnel proposed to work under this contract, the Contractor shall also identify its subcontractor affiliation(s), as applicable.
- b. AUTHORITY reserves the right to approve all subcontractors before the subcontractor(s) perform any work.
- c. Nothing contained in this contract shall create any conceptual relationship between the Authority and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor is fully responsible to AUTHORITY for the acts and omissions of its subcontractors and persons either directly or indirectly employed by any of them.
- d. If a subcontractor is a California Certified Small Business (SB) and/or Disabled Veteran Business Enterprise (DVBE), the Contractor shall identify the amount paid to certified subcontractors on the Contractor's invoice(s).
- e. The Contractor's obligation to pay its subcontractors is independent of the Authority's obligation to make payments to the Contractor. As a result, the Authority shall have no obligation to pay or to enforce the payment of any monies to any subcontractor.
- f. Military and Veteran Code (MVC) § 999.5(d), 999.7(a) (SB 588), GC § 14841, and California Code of Regulations (CCR) § 1896.78(e) requires all Prime Contractor's that had a DVBE firm perform any element of work for a contract to report DVBE information.

Prime Contractors must maintain records supporting the information that they have made all payments to DVBE subcontractor(s). The Prime DVBE Subcontracting form can be located at: <https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std817.pdf> and the instructions are located at: <https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/File-a-DVBE-Subcontractor-Report>. Prime Contractors shall email completed forms to: primeDVBE@Authority.ca.gov.

End of RFO

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EXHIBIT A-1
STAFF RESOURCE RESUMES

Placeholder for Staff Resource Resumes

EXHIBIT A-2
WORK AUTHORIZATION FORM

The task/deliverable(s) will be performed in accordance with this Work Authorization and the provision of Contract Number:

WORK AUTHORIZATION NUMBER	PAGE(S)
	of

TITLE OF TASK/DELIVERABLE

TASK/DELIVERABLE SUMMARY *(Brief description of task/deliverable to be performed under work authorization)*

START DATE	COMPLETION DATE
------------	-----------------

TOTAL ESTIMATED LABOR HOURS	TOTAL ESTIMATED COST
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APPROVALS:

CONTRACTOR CONTRACT ADMINISTRATOR NAME	TITLE
--	-------

SIGNATURE	DATE
-----------	------

AUTHORITY CONTRACT ADMINISTRATOR NAME	TITLE
---------------------------------------	-------




SIGNATURE	DATE
-----------	------

RECEIVED BY:

AUTHORITY PROJECT MANAGER NAME	TITLE
--------------------------------	-------

SIGNATURE	DATE
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**EXHIBIT A-3
PERSONNEL CHANGE ORDER REQUEST FORM**

CHANGE ORDER NO.	
Contractor Name: _____ Contract Number: _____	
Proposed Start Date: _____ or upon approval by the Contract Administrator, whichever occurs later.	
<u>Reason for Change:</u> 	
<u>Description of Change:</u> To add/replace the following personnel. Current Personnel: (Name, classification, and hourly rate) Proposed Personnel: (Name including phone number and email address)	
<u>Proposed Personnel Classification:</u> (must be equal or better than current classification)	<u>Proposed Hourly Rate:</u> (must be less than or equal to current rate)
<u>Resume Attached?</u> <u>Experience Worksheet included?</u>	
<u>Approval:</u> Changes identified above are in accordance with the terms and condition of the contract. By signing below, the Contractor Official has confirmed that the proposed staff meets the personnel classification requirements and any requirements listed in the Statement of Work (SOW), Exhibit A. The Contract Administrators' signatures below indicates that he/she has confirmed that the proposed personnel staff meets the requirements listed in the SOW, Exhibit A.	
Contractor Contract Administrator (Print name & Sign) / Date 	AUTHORITY Contract Administrator (Print name & Sign) / Date  AUTHORITY Project Manager (Print name & Sign) / Date 

**EXHIBIT A-4
WORK AUTHORIZATION ACCEPTANCE DOCUMENT**

CONTRACTOR NAME:

WORK AUTHORIZATION ACCEPTANCE DOCUMENT (WAAD) NUMBER:

WORK AUTHORIZATION TITLE:

WORK AUTHORIZATION COMPLETION DATE:

TOTAL COST OF WORK AUTHORIZATION:

WORK AUTHORIZATION DESCRIPTION:

AUTHORITY ACCEPTANCE OR REJECTION:

AUTHORIZED AND APPROVED BY:

CONTRACTOR CONTRACT ADMINISTRATOR SIGNATURE / DATE

AUTHORITY CONTRACT ADMINISTRATOR SIGNATURE / DATE

RECEIVED BY:

AUTHORITY PROJECT MANAGER SIGNATURE / DATE

Note: Once the Contractor and the Authority have approved the WAAD as stipulated in the contract, the Contractor may submit an invoice to the Authority of Technology. Refer to payment terms in Exhibit B.

EXHIBIT B
BUDGET DETAIL AND PAYMENT PROVISIONS

1. Payment for services perform under this contract shall be hourly by Work Authorization. It shall be AUTHORITY's determination as to whether a task/deliverable has been successfully completed and is acceptable. A signed Work Authorization Acceptance Document, Exhibit A-4 is required from the AUTHORITY Contract Administrator before processing an invoice for payment.
2. Invoices shall be submitted in triplicate and shall identify labor and costs charged for each task/deliverable. Invoices shall be submitted monthly, in arrears, identifying Contractor personnel by name and classification, hourly rate of pay and hours expended by tasks/deliverable; however, invoices shall be due and payable, and payment shall be made, only after the AUTHORITY acceptance of hours worked or completion of each deliverable under this contract.
3. The Contractor costs related to items such as travel and per diem are costs of the Contractor, shall be inclusive of the hourly rate bid, and **will not be paid separately** as part of this contract.
4. Submit your invoice using ONE of the following options referencing the Contract Number or AUTHORITY Order Number:
 - a. Send via U.S. Mail in **TRIPLICATE** to:

California County Assessors' Information Technology Authority
ADDRESS: TBD
 - OR**
 - b. Send electronically to: EMAIL - TBD
5. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this contract does not appropriate sufficient funds for the program, this contract shall be of no further force and effect. In this event, the AUTHORITY shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this contract and Contractor shall not be obligated to perform any provisions of this contract.
6. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the AUTHORITY shall have the option to either cancel this contract with no liability occurring to the AUTHORITY, or offer a contract amendment to the Contractor to reflect the reduced amount.
7. Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927. Payment to small/micro businesses shall be made in accordance with and within the time specified in Chapter 4.5, Government Code 927 et seq.

**EXHIBIT B-1
COST WORKSHEET**

The Contractor shall provide all labor, materials, and equipment necessary to provide the consulting services in accordance with the specifications described in the SOW, at the rates specified below. Payment for services performed under this contract shall be hourly by Work Authorization. Contractor to be able to provide fixed fee bid.

Consultant Name	Project Role	CMAS Classification	Hourly Rate
			\$
			\$
			\$
			\$
			\$
			\$
Total Average Hourly Rate (for evaluation purposes only)			\$

**The hourly rates cannot exceed the hourly rates from the CMAS/GSA Schedule.
The job title/labor classification must be available under the CMAS Agreement.

*AUTHORITY requests a best estimate, if possible, of all infrastructure hosting and deployment costs anticipated, being listed for both 'fixed' and 'variable' costs associated with the POV. These costs are NOT to be covered by the Contractor. AUTHORITY desires the POV to be built in a hosted cloud environment. Best estimates for the following are requested and desired, including:

- Compute Costs
- Storage Costs
- Data Transfer Costs
- Database Costs
- Licensing Costs
- Other Costs

ATTACHMENT 1
BEST VALUE EVALUATION

All offers will be reviewed for responsiveness to the requirements of the RFO. If a response is missing required information, it may be deemed non-responsive. In addition to the response content identified in Section 7 of this RFO, the Selection Team will compare responsive offers based on the “best value” criteria in order of importance as described below. Further review is subject to AUTHORITY’s discretion.

a. Approach and Methodologies.

Include a response to the SOW identifying what activities will be undertaken to deliver the services and provide the task/deliverables.

- (1) Outline and describe the methodology and strategies to accomplish the project objectives including any proposed tools.
- (2) Draft task schedule including task dependencies and resource assignments.
- (3) A point-by-point response to all tasks/deliverables included in the SOW (Exhibit A) of this RFO with an overview of intended deliverable and outcomes.

b. Staff Experience Worksheet (Attachment 3) and Staff Resource Resumes (Exhibit A-1).

The RFO response must include a completed Staff Experience Worksheet with attached resume(s) (and any additional attachments and/or certifications as necessary) detailing current and/or past experience of the proposed consulting staff (not company/firm) for this engagement. The Staff Experience Worksheet(s) must provide sufficient detail to allow AUTHORITY to confirm that experience commensurate with services requested in the SOW.

c. Staff References (Attachment 4)

Each proposed consulting staff identified for this engagement shall provide a minimum of one (1) reference. Each reference must:

- Be submitted on a separate form (Attachment 4).
- Have used similar services from the proposed consultant.
- Be able to confirm the consultant’s knowledge, skills, and experience.
- Be external to the Respondent’s organization/corporate structure.
- Support the depth and breadth of experience required as part of this engagement.
- Include the customer’s company name and address, and the contact person’s name, telephone number and email address.

d. Completed Cost Worksheet (Exhibit B-1).

e. Interviews: To be conducted at the sole discretion of AUTHORITY.

**ATTACHMENT 2
COVER LETTER**

The submission of this quote does not obligate the California County Assessors' Information Technology Authority (AUTHORITY) to fund the proposed contract. If the quote is approved for funding, a contract will be executed between AUTHORITY and the Contractor. When funding is authorized, the Contractor will be expected to adhere to the terms of the executed contract.

The undersigned Contractor hereby proposes to furnish all labor, materials, tools and equipment, to provide services in accordance with the specifications and provisions contained in the RFO.

The undersigned Contractor further states that it can meet and will adhere to all of the requirements, as outlined in the SOW.

1. Full Legal Name of the Contractor's Organization: _____

2. Mailing Address and contact information:

Street	City	State	Zip
Telephone	FAX	Email	

3. Federal Taxpayer Identification Number: _____

4. Principal who is authorized to bind the Contractor:

Typed Name	Title
Original Signature	Date

5. The Contractor's contact person shall be:

Name	Email and Phone Number
------	------------------------

The Respondent offers and agrees if this response is accepted within 45 calendar days following the date the response is due to furnish all the items at the prices quoted and delivered to the designated point(s) by the method of delivery and within the times specified and subject to the attached General Provisions. By signing, with inclusion of the date of signature, the above signed Contractor DECLARES UNDER PENALTY OF PERJURY under the laws of the State of California as follows: (1) (STATEMENT OF COMPLIANCE) The above signed has complied with the non-discrimination program requirements of Government Code 12990 and Title 2, California Administrative Code Section 8103, and such declaration is true and correct; (2) The National Labor Relations Board declaration set forth in Paragraph 48 of the General Provisions is true and correct; and (3) If a claim is made as a Small Business or Disabled Veterans Business, the information set forth within is true and correct.

**ATTACHMENT 3
STAFF EXPERIENCE WORKSHEET
[INSERT RESOURCE TITLE]**

Attachment 3 shall document consultant experience that meets the Qualifications as specified in Exhibit A, SOW. Consultant resume must be attached which shall validate and confirm the experience listed below. It is highly recommended that resumes be organized to mirror the worksheet.

MUST BE SUBMITTED FOR PROPOSED CONSULTANT

CONSULTANT NAME:

EDUCATIONAL BACKGROUND RESUME ATTACHED

HIGHEST DEGREE OR (GLOBAL EQUIVALENT) ATTAINED	YEAR AWARDED
<input type="checkbox"/> Bachelor's <input type="checkbox"/> Master's <input type="checkbox"/> Doctoral	

FIELD OF STUDY (ADVANCED DEGREE / EQUIVALENT)	EDUCATIONAL INSTITUTION NAME

LICENSES AND CERTIFICATIONS	YEAR AWARDED

MANDATORY QUALIFICATIONS (MUST INCLUDE COMPANIES/FIRMS' NAMES):

1. Minimum of two (2) years' experience managing large statewide transformation projects within public sector, includes state or local government	YEARS OF EXPERIENCE (Include MM/YY)

Total Years of Experience:

2. Minimum of two (2) years' experience in building data architectures and data lakes for large volume solutions	YEARS OF EXPERIENCE (Include MM/YY)

DESIRABLE QUALIFICATIONS (MUST INCLUDE COMPANIES/FIRMS' NAMES):

1. Minimum of two (2) years' experience working with diverse population of stakeholders within State and local government	YEARS OF EXPERIENCE (Include MM/YY)
Total Years of Experience:	

**ATTACHMENT 4
STAFF REFERENCES**

Complete this form for **each** reference.

SUBMITTING FIRM'S NAME

CONSULTANT TEAM MEMBER'S NAME FOR WHOM THIS REFERENCE IS BEING PROVIDED

CLIENT COMPANY/ORGANIZATION

DATES OF SERVICE

to

STREET ADDRESS

CITY

STATE

ZIP CODE

CONTACT PERSON NAME

PHONE NUMBER/EMAIL

PROJECT NAME/DESCRIPTION

DESCRIPTION OF SERVICE PROVIDED

Describe the services provided for this client as it relates to the SOW Requirements. The description of services must be detailed and comprehensive enough to permit the AUTHORITY to assess the similarity of these services to the work anticipated in the award of the Contract resulting from this solicitation.

ATTACHMENT 5
SECURITY AND CONFIDENTIALITY STATEMENT

As an authorized representative and / or corporate officer of the company named below, I agree that all persons employed by this company will adhere to the following policy:

All information belonging to the California County Assessors' Information Technology Authority, or its affiliated agencies is considered sensitive and / or confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

I certify that I will keep all project information, including information concerning the planning, processes, development or procedures of the Project, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless the AUTHORITY has on file a Security and Confidentiality agreement signed by the other persons, and the disclosure is authorized and necessary for the Project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the Project relating to the confidentiality of project information.

All materials provided for this Project, except where explicitly approved will be promptly returned or destroyed, as instructed by an authorized AUTHORITY representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction which documents the destruction procedures must be sent to the contract manager at the AUTHORITY before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and / or electronically destroyed within five (5) calendar days immediately following either the end of the contract period or the final payment, as determined by the AUTHORITY.

All personnel assigned to this project shall be provided a Security and Confidentiality Statement and will be expected to sign and return it to the AUTHORITY Project Manager before beginning work on this project.

REPRESENTATIVE NAME	TITLE	PHONE NUMBER
---------------------	-------	--------------

COMPANY NAME

STREET ADDRESS

CITY	STATE	ZIP CODE
------	-------	----------

SIGNATURE

DATE

ATTACHMENT 6
PAYEE DATA RECORD, STD. 204

The Respondent is required to submit a Payee Data Record, STD 204. Refer to the following link for more details. <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>.

If applicable, Payee Data Record Supplement Form (Std. 205) available for download at: <https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf>.

ATTACHMENT 7
BIDDER DECLARATION FORM

All respondents must complete the Bidder Declaration GSPD-05-105 and include it with the quote if respondent is a SB or DVBE or subcontracting. When completing the declaration, the respondent must identify ALL proposed subcontractors for participation in the contract. The document and instructions may be accessed at the website link:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

The respondent awarded the Contract is contractually obligated to use the subcontractors for the corresponding work identified unless the AUTHORITY agrees to a substitution and it is incorporated by amendment to the contract. (2 CCR § 1896.10.)

ATTACHMENT 8
DISABLED VETERAN BUSINESS ENTERPRISE DECLARATION – DGS PD 843
(if applicable)

The Disabled Veteran Business Enterprise Declaration (DGS PD 843) may be downloaded at the indicated web page:

https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/pd_843.pdf

ATTACHMENT 9
COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION (if applicable)

Respondent who is a SB/DVBE must complete the CUF Certification. All Respondents and Subcontractors identified in the response to fulfill the requirements for one (1) or more of the socio-economic programs (DVBE and SB) must perform a CUF in the resulting contract. CUF is defined pursuant to MVC section 999(b)(5)(B) and Government Code section 14837(d)(4)(A) for the DVBE and small business programs, respectively. Refer to the following website link to obtain the appropriate form: <https://www.documents.dgs.ca.gov/dgs/fmc/dgs/OBAS201.pdf>

ATTACHMENT 10
PRE-EMPLOYMENT CRIMINAL BACKGROUND INVESTIGATION
POLICY CERTIFICATION

All contractor¹ responsibilities described below must be met prior to the commencement of the deliverables prescribed in the contract.

1. Ensuring the background check clearance of all employees designated under the prospective contract that may have access to confidential and sensitive information and data on the network or computing infrastructure;
2. Reviewing the background information and determining the employee poses no threat to the public interest or the integrity or effectiveness of the AUTHORITY mission and business;
3. Should an employee fail the background check, the Contractor will have an opportunity to replace the designated employee under the contract within 5 working days if contract work has not commenced. If the Contractor does not have another employee to fulfill the engagement, the contract will not be award and another contractor will be selected (2nd bidder);
4. All costs associated with the background check;
5. Provide certification that the vendor has met the requirements of G.C. 11546.6; and
6. For the duration of the contract, ensure the status of the employee's criminal history has not changed. If at any time, the employee does not meet the requirements of employment, the Contractor is responsible for immediately notifying AUTHORITY and replacing the employee. If another employee is not available, the contract shall be terminated for cause.

All contractors shall be subject to audit to ensure compliance with the special terms and conditions as described above and any related policies. Failure to comply with these terms and conditions shall constitute breach of contract and may result in contract termination for cause and penalties of \$10,000 per day for each day the Contractor was out of compliance. Contractors agree to make available for audit all background check documentation within 24 hours of notice.

REPRESENTATIVE NAME	TITLE	PHONE NUMBER
---------------------	-------	--------------

COMPANY NAME

STREET ADDRESS

CITY	STATE	ZIP CODE
------	-------	----------

SIGNATURE

DATE

Attachment 11

Proposition 19 Advisory Committee Project Charter

California Assessors Association (CAA)

California County Assessors' Information Technology
Authority

PROPOSITON 19 Advisory Committee

Project Charter

Version 6

August 21, 2023

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Approval of the Project Charter indicates an understanding of the purpose and content described in this document. By signing this document, each individual agrees work should be initiated on this project and necessary resources should be committed as described herein.

APPROVALS

Name / Title	Signature	Date
<i>Peter Aldana, Assessor Riverside County</i>		
<i>Jeffrey Prang, Assessor Los Angeles County</i>		
<i>Steve Bestolarides, Assessor San Joaquin County</i>		
<i>Kristen De Paul, Assessor Modoc County</i>		
<i>Christina Wynn, Assessor Sacramento County</i>		

PART 1: PROJECT OVERVIEW

Section 1.1: Introduction and Project Description

On November 3, 2020, California voters approved Proposition 19, and its implementing legislation, Senate Bill 539, was enacted on September 30, 2021 (See Attachment A). This legislation provides for intergenerational exclusions and base year value transfers that can result in property tax savings for taxpayers. The passage of Proposition 19 created new requirements for filing documents, certifying values across Counties, and reporting to the State. California Assessors have expended hundreds of hours developing procedures to efficiently process applications for base year value transfers. As a result, we have concluded that we need a clearinghouse, or portal, that will provide easy access for taxpayers to obtain and file the required forms, as well as easy access for County Assessors' staff to communicate with one another about the information needed to process an application between Counties. Additionally, the portal will be used to develop reports for State Agencies such as the Board of Equalization and the California Department of Tax and Fee Administration. The Legislative Analyst's Office estimated costs for Counties to be tens of millions of dollars per year in their analysis and labor for operationalizing this Proposition. This project aims to streamline the required activities and mitigate some of the operational costs associated with its implementation.

Section 1.2: Project Goals and Objectives: High Level Project Requirements

Project Objective	Projected Benefit
Automate and streamline the Prop 19 certification process between California Counties by providing a centralized Prop 19 Portal Case Management solution that allows	Expedite Prop 19 processing by improving county to county communication and data exchange.

Assessor staff to request and send information between Counties for Prop 19 applications filed by property owners.	
Maintain and publish an Audit Trail of data exchanges, results and processing time between counties. Generate analytical dashboard and reports including compliance with the CDTFA Proposition Filing requirements.	Quantify cross-county Prop 19 claims, report on positive or negative gain for the county, and audit county response times.
Ensure the Portal Case Management workflows can be scaled out to include increased functionality such as automated data exchange, online forms, and API exposure to existing Counties' property tax systems.	Can utilize future funding for Prop 19 Portal enhancements and functionalities.

Section 1.3: Project Scope

The California County Assessors' Information Technology Authority (CCAITA) Board, with recommendation from the Prop-19 Committee, will approve a Statement of Work and vendor contract to provide a Prop-19 Portal Case Management system accessible by all participating California Assessor Counties. The intent is to share vital and timely Prop 19-related information needed to certify property ownership and assessment information for Prop 19 applications.

The Prop-19 Portal Case Management system will be implemented in three phases. Each phase will require its own statement of work, contract, and approval.

- Phase 1: Inter-county data exchange and workflow (Exhibit 1) and reporting.
- Phase 2: Customer application and filing intakes.
- Phase 3: County internal system integration capabilities and offerings.

1.3.1 Phase 1 Scope

1.3.1.1 Application Delivery Method:

- The Prop-19 Portal Case Management system will be a cloud-based enterprise solution.

1.3.1.2 County User Experience:

- User Interface templates for requesting information from a selected California County and for providing requested information back to the requesting County.
- Validations on the user interfaces to ensure complete and accurate requests.

1.3.1.3 Workflow:

- Generic Workflow Queue that will alert the selected County (designated pool of individuals) of the request in real-time and will alert the requesting County of completed requests.
- Work queues to facilitate the workflow and processes that are actionable by county staff.

- Ability to upload supporting documentation or certifications of the Prop 19 determination.

1.3.1.4 User Management:

- Designated operational users represent assigned Prop 19 individual processors configured and maintained by each participating County.
- User administration capabilities will allow each county to manage the authentication and authorization of their operational users.
- Users will be assigned specific roles in the system based on their responsibilities in the Prop-19 process and workflow.
- The solution will include an Identity and Access Management solution that allows for two-factor authentication.
- The Identity and Access Management solution needs to integrate with each individual County's existing directory services (e.g., Active Directory). (Note: County users will be managed by each individual county).

1.3.1.5 Monitoring and Control:

- Work queue alerts, such as email notifications and job queue notifications, will indicate the availability of actionable work or completed work received.

1.3.1.6 Reporting:

- A workflow dashboard and analytical reports will be available to all Counties, displaying workflow data specific to each county. Metrics may include, but are not limited to, the number of Prop-19 applications started, pending in each queue, and completed by date.
- A centralized dashboard will track Prop 19 processing durations from start to completion between Counties, as well as the aging metrics of activities (queues).
- An audit trail of inter-County information data exchanges will be maintained.
- Reporting will include an annual report to track positive or negative gain amounts per County in compliance with the CDTFA requirements.
- Metrics related to cost drivers, such as compute, data transfer, and users, may be included.

1.3.1.7 Administrative and Configuration Functionality

- Vendor will administer and configure the system workflow and onboard each participating County.
- Each County will be able to configure their own users for the Prop 19 Portal Case Management System. The workflow itself will be centralized across all Counties. Modifications to the workflow configuration will require vendor interaction.

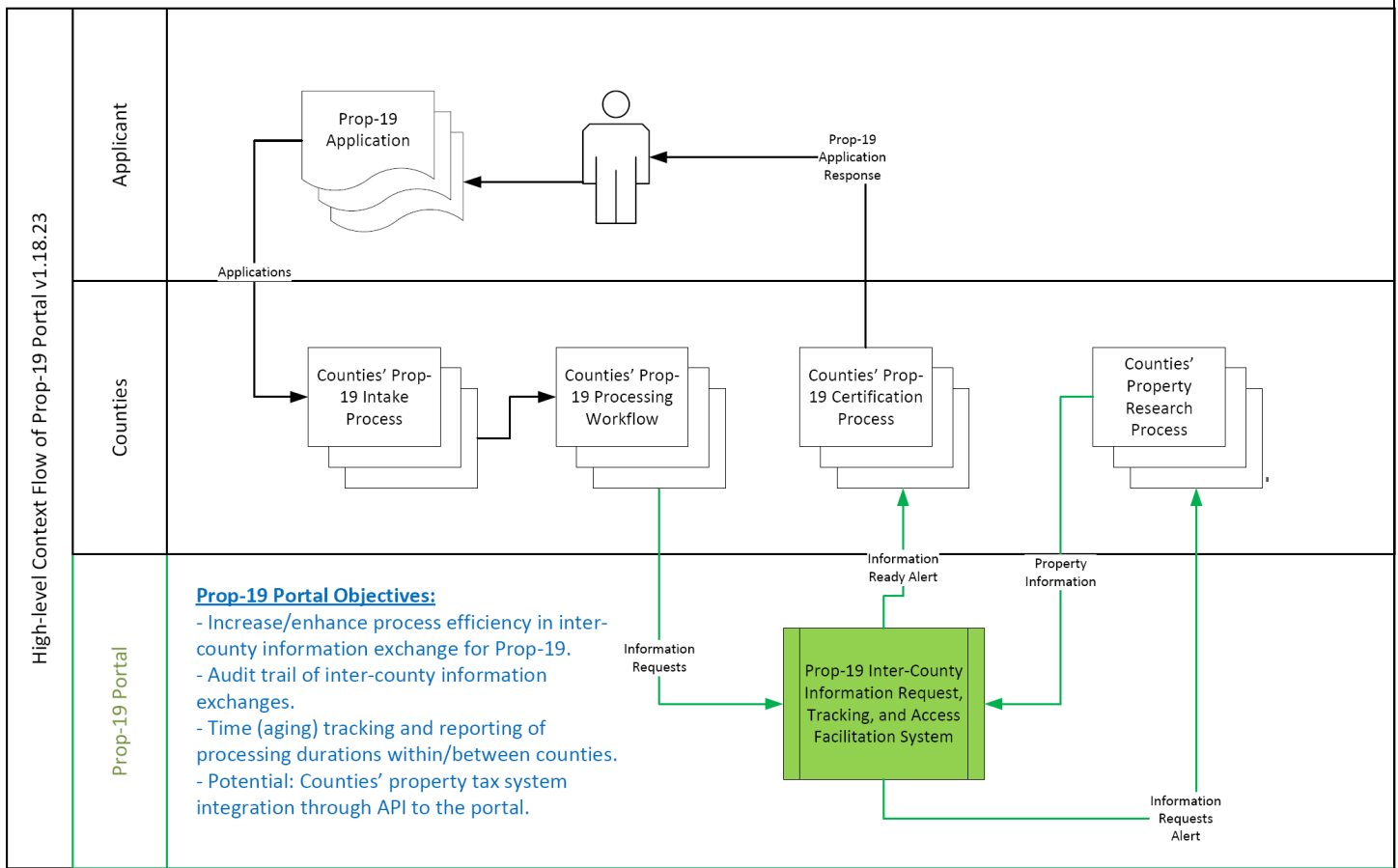
1.3.1.8 Support & Maintenance

- Vendor will provide ongoing maintenance and support for the solution. Details will be negotiated in contract.

1.3.1.9 Data Security and Business Continuity

- Vendor will provide security, disaster recovery and business continuity as negotiated in the contract.

Exhibit 1: The Prop 19 Application Context Flow



1.3.3 Project milestone considerations (Table 1)

TABLE 1: EXPECTED MILESTONES/DELIVERABLES

Milestones / High Level Deliverables:

Milestone / Deliverable	Target Finish Date
Project Kickoff and Project Workplan	8/30/2023
Project Elaboration – Requirements Summary	10/31/2023
Enterprise Architecture Design Spec, Solution Design Spec, and Technical Deployment Integration Design Spec	12/21/2023
Proof-of-Concept – Includes 2 County Implementations	2/28/2024
Development and Testing Summary	4/30/2024
Cutover Plan, Knowledge Transfer and Training Summary	5/30/2024
Production Go-Live Summary with Operations Runbook	6/30/2024
Post-Production Support Summary	7/30/2024

Section 1.4: Financial Considerations

Table 2: FY 2023-2024 Estimated Budget	
Category	Estimated Budget
Project Management & Administrative Services	\$700,000
System Designer/Analyst	\$450,000
System Design & Development	\$6,000,000
System Implementation & Licenses	\$2,000,000
Maintenance & Operations	\$500,000
Total Budget:	\$9,650,000

1.4.1 High-level budget

- See Table 2: FY 2023-2024 Budget for approved budget.

1.4.2 Itemized budget sheet

- The Project Manager will develop a detailed budget sheet outlining an itemized budget plan for the project.
- The Project Manager will submit the detailed budget sheet to the Prop-19 committee for review and approval before formally submitting it to CCAITA for approval and appropriation.

1.4.3 Budget approvals

1.4.3.1 Budget adjustments:

- Any adjustments to the detailed budget sheet will be reviewed and approved by the Prop-19 committee and then submitted to CCAITA for approval.

1.4.4 Invoicing & Expenditures:

- The Project Manager will review invoices and any other expenditures to ensure compliance with the detailed budget sheet and contractual agreements, as well as staying within the budgeted amount.
- All expenditures will be submitted to the Prop-19 committee for review and approval before being submitted to CCAITA for payment.

Section 1.5: Project Assumptions

- 1.5.1 There will be no legislative, business strategy, budget, or policy changes during the project unless reviewed and approved by the Prop 19 Committee and the CCAITA.
- 1.5.2 The Prop-19 Project Manager will be working closely with CCAITA JPA Executive Director and coordinate all Prop-19 committee updates, report outs, and recommended decisions over the project to ensure timely approvals by the CCAITA Board.
- 1.5.3 CCAITA Board will respond to requests for approvals in a timely manner.
- 1.5.4 The Prop-19 Project phase 1 will be completed and production ready no later than June 30, 2024.

Section 1.6: Challenges and Constraints

The following constraints may impact the success of this project:

1.6.1 Technical Constraints

- Vendor selection limit to end-to-end solution providers only.

1.6.2 Budgetary Constraints

- High-level budget allocated for the project is fixed.

1.6.3 Other Constraints

- Availability and timeliness of County Subject Matter Experts to support the project timeline.

Section 1.7: Change Management Strategy

To ensure proper handling of changes to the baseline project plan, subsidiary plans, or project documents, the following ordered steps must be followed:

1.7.1 Change Request Submission:

- Any stakeholder involved in the project fills out a change request form.
- The completed change request is then submitted to the project manager.

1.7.2 Change Analysis and Approval Process:

- The project manager conducts a thorough analysis of the proposed change, considering its impacts on schedule, costs, resources, and other relevant factors.
- The project manager presents the change request and analysis to the Prop-19 Committee for their approval or rejection.

1.7.3 Rejection Procedure:

- If the change request is rejected, the project manager documents the reasons for rejection.
- The project manager communicates the rejection, providing a copy of the rejection notice to the initiating stakeholder and all project team members.

1.7.4 Approval Procedure:

- If the change request is approved by the Prop-19 Committee, the project manager documents the approval on the change request form.
- The project manager updates all affected project plans, schedules, and documents accordingly.
- Resources are assigned to change actions or tasks as necessary.
- A copy of the approved change request is provided to the initiator and all project team members.

1.7.5 Monitoring and Documentation:

- The project manager closely monitors the implementation of the approved change.

- Execution of the change and its impacts on the project are documented in the status and/or performance reports.

PART 2: ONGOING GOVERNANCE

Function	Responsible Party
Assisting Project Manager with the definition of the project vision, objectives, and requirements	CAA-IT & Prop-19 Committee
Undertaking quality reviews prior to the completion of each project milestones.	Project Manager
Ensuring that all business risks are identified and managed accordingly	Project Manager
Communication Management to Counties	Project Manager & Prop-19 Committee
User Change Management, Adoption and Training	CAA-IT & Prop-19 Committee, Vendor
Plan, prepare, schedule, and facilitate regular meetings with all stakeholders.	Project Manager

PART 3: PROJECT ORGANIZATION

Section 3.1: Project Roles

3.1.1 Core Project Team

Role	Name / Title	Email
Project Manager	TBD	

3.1.2 Subject Matter Experts

Role	Name / Title	Email

3.1.3 Advisory Team

Role	Name / Title	Email
IT Advisory	Kevin Lechner	klechner@assessor.lacounty.gov
IT Advisory	Andrew Yim	ayim@assessor.lacounty.gov
IT Advisory	Waqar Rizvi	wrizvi@sjgov.org
IT Advisory	Kan Wang	kan.wang@asrclkrec.com

Attachment 12

Exemptions Advisory Committee Project Charter

California Assessor's Association (CAA)

California County Assessors' Information Technology Authority

EXEMPTIONS Advisory Committee

Project Charter

Version 1

September 29, 2023

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DRAFT

Approval of the Project Charter indicates an understanding of the purpose and content described in this document. By signing this document, each individual agrees work should be initiated on this project and necessary resources should be committed as described herein.

APPROVALS

This part documents the approvals required for sign-off. Each signatory is described by both organizational title and project functional role.

Name / Title	Signature	Date

PART 1: PROJECT OVERVIEW

Section 1.1: Introduction and Project Description

The State of California has allocated funds for the development of statewide systems to be shared by Assessor offices. One of the initiatives concerns management of Real Property Exemptions, for example welfare, educational, and religious uses, among others.

This project’s purpose is to gather requirements and direct vendors in the construction of a system intended to ease management of Exemptions claims.

A clearinghouse, or portal, will provide easy access for taxpayers to obtain and file the required forms, as well as provide access for County Assessors' staff to communicate about the information needed to process an application. Additionally, the portal will be used to develop reports both for use by Assessor staff as well as for submission to State Agencies such as the Board of Equalization.

Section 1.2: Project Goals and Objectives: High Level Project Requirements

Project Objective	Projected Benefit
Automate and streamline the Exemptions management process by providing a Case Management solution that allows Assessor staff to request and send information related to claims filed by local entities.	Expedite Exemptions processing by improving communications between the Assessor's office and claimants.
Maintain and publish an Audit Trail of data exchanges, results and processing times. Generate analytical dashboard and reports.	Quantify Exemptions claims, report on positive or negative gain for the county, and audit county response times.
Ensure the Case Management workflows can be scaled out to include increased functionality such as automated data exchange, online forms, and API exposure to existing Counties' property tax systems.	Could utilize future funding for Exemptions system enhancements and added functionalities.

Section 1.3: Project Scope

The California County Assessors' Information Technology Authority (CCAITA) Board, with recommendation from the Exemptions Advisory Committee, will approve a Statement of Work and vendor contract to provide an Exemptions Case Management system accessible by all participating California Assessor Counties. The intent is to streamline the process of managing property tax exemptions for claimants, reducing the amount of time and resources required to manage these exemptions manually.

The Exemptions Case Management system will be implemented in three phases. Each phase will require its own statement of work, contract, and approval.

Phase 1: Inter-county data exchange and workflow and reporting.

Phase 2: Customer application and filing intakes.

Phase 3: County internal system integration capabilities and offerings.

Phase 1 is described below at a high level. Subsequent phases are to be described by the Exemptions Advisory Committee.

1.3.1 Phase 1 Scope**1.3.1.1 Application Delivery Method:**

- The Prop-19 Portal Case Management system will be a cloud-based enterprise solution.

1.3.1.2 County User Experience:

- User Interface templates for exchanging information with claimants

- Validations on the user interfaces to ensure complete and accurate requests.

1.3.1.3 Workflow:

- Generic Workflow Queue that will alert the County (designated pool of individuals) of the request in real-time.
- Work queues to facilitate the workflow and processes that are actionable by County staff.
- Ability to upload supporting documentation or certifications of the Exemptions determination.

1.3.1.4 User Management:

- Designated operational users represent assigned individual Exemptions processors, configured and maintained by each participating County.
- User administration capabilities will allow each County to manage the authentication and authorization of their operational users.
- Users will be assigned specific roles in the system based on their responsibilities in the Exemptions process and workflow.
- The solution will include an Identity and Access Management solution that allows for two-factor authentication.
- The Identity and Access Management solution needs to integrate with each individual County's existing directory services (e.g., Active Directory). (Note: County users will be managed by each individual County).

1.3.1.5 Monitoring and Control:

- Work queue alerts, such as email notifications and job queue notifications, will indicate the availability of actionable work or completed work received.

1.3.1.6 Reporting:

- A workflow dashboard and analytical reports will be available to all Counties, displaying workflow data specific to each County. Metrics may include, but are not limited to, the number of Exemption applications started, pending in each queue, and completed by date.
- A centralized dashboard will track Exemption processing durations from start to completion, as well as the ageing metrics of activities (queues).
- Reporting will include an annual report to track positive or negative gain amounts per County.
- Metrics related to cost drivers, such as compute, data transfer, and users, may be included.

1.3.1.7 Administrative and Configuration Functionality

- Vendor will administer and configure the system workflow and onboard each participating County.

- Each County will be able to configure their own users for the Exemption Case Management System. Modifications to the workflow configuration will require vendor interaction.

1.3.1.8 Support & Maintenance

- Vendor will provide ongoing maintenance and support for the solution. Details will be negotiated in contract.

1.3.1.9 Data Security and Business Continuity

- Vendor will provide security, disaster recovery and business continuity as negotiated in the contract.

1.3.2 Project milestone considerations (Table 1)

TABLE 1: EXPECTED MILESTONES/DELIVERABLES

Milestones / High Level Deliverables:	
Milestone / Deliverable	Target Finish Date
Project Kickoff and Project Workplan	10/30/2023
Project Elaboration – Requirements Summary	12/31/2023
Enterprise Architecture Design Spec, Solution Design Spec, and Technical Deployment Integration Design Spec	2/21/2024
Proof-of-Concept – Includes 2 County Implementations	4/28/2024
Development and Testing Summary	6/30/2024
Cutover Plan, Knowledge Transfer and Training Summary	7/30/2024
Production Go-Live Summary with Operations Runbook	8/30/2024
Post-Production Support Summary	9/30/2024

Section 1.4: Financial Considerations

Table 2: FY 2023-2024 Estimated Budget	
Category	Estimated Budget
Project Management & Administrative Services	\$700,000
System Designer/Analyst	\$550,000
System Design & Development	\$5,000,000
System Implementation & Licenses	\$3,000,000
Maintenance & Operations	\$500,000
Total Budget:	\$9,750,000

1.4.1 High-level budget

- See Table 2: FY 2023-2024 Budget for approved budget.

1.4.2 Itemized budget sheet

- The Project Manager will develop a detailed budget sheet outlining an itemized budget plan for the project.
- The Project Manager will submit the detailed budget sheet to the Exemptions Advisory Committee for review and approval before formally submitting it to CCAITA for approval and appropriation.

1.4.3 Budget approvals**1.4.3.1 Budget adjustments:**

- Any adjustments to the detailed budget sheet will be reviewed and approved by the Exemptions Advisory Committee and then submitted to CCAITA for approval.

1.4.4 Invoicing & Expenditures:

- The Project Manager will review invoices and any other expenditures to ensure compliance with the detailed budget sheet and contractual agreements, as well as staying within the budgeted amount.
- All expenditures will be submitted to the Exemptions Advisory Committee for review and approval before being submitted to CCAITA for payment.

Section 1.5: Project Assumptions

- 1.5.1 There will be no legislative, business strategy, budget, or policy changes during the project unless reviewed and approved by the Exemptions Advisory Committee and the CCAITA.

- 1.5.2 The Exemptions Project Manager will be working closely with CCAITA JPA Executive Director and coordinate all Exemptions Advisory Committee updates, report outs, and recommended decisions over the project to ensure timely approvals by the CCAITA Board.
- 1.5.3 CCAITA Board will respond to requests for approvals in a timely manner.
- 1.5.4 The Exemptions Project Phase 1 will be completed and production ready no later than August 30, 2024.

Section 1.6: Challenges and Constraints

The following constraints may impact the success of this project:

1.6.1 Technical Constraints

- Vendor selection limit to end-to-end solution providers only.

1.6.2 Budgetary Constraints

- High-level budget allocated for the project is fixed.

1.6.3 Other Constraints

- Availability and timeliness of County Subject Matter Experts to support the project timeline.

Section 1.7: Change Management Strategy

To ensure proper handling of changes to the baseline project plan, subsidiary plans, or project documents, the following ordered steps must be followed:

1.7.1 Change Request Submission:

- Any stakeholder involved in the project fills out a change request form.
- The completed change request is then submitted to the project manager.

1.7.2 Change Analysis and Approval Process:

- The project manager conducts a thorough analysis of the proposed change, considering its impacts on schedule, costs, resources, and other relevant factors.
- The project manager presents the change request and analysis to the Exemptions Advisory Committee for their approval or rejection.

1.7.3 Rejection Procedure:

- If the change request is rejected, the project manager documents the reasons for rejection.
- The project manager communicates the rejection, providing a copy of the rejection notice to the initiating stakeholder and all project team members.

1.7.4 Approval Procedure:

- If the change request is approved by the Exemptions Advisory Committee, the project manager documents the approval on the change request form.
- The project manager updates all affected project plans, schedules, and documents accordingly.
- Resources are assigned to change actions or tasks as necessary.
- A copy of the approved change request is provided to the initiator and all project team members.

1.7.5 Monitoring and Documentation:

- The project manager closely monitors the implementation of the approved change.
- Execution of the change and its impacts on the project are documented in the status and/or performance reports.

PART 2: ONGOING GOVERNANCE

Function	Responsible Party
Assisting Project Manager with the definition of the project vision, objectives, and requirements	CAA-IT & Exemptions Advisory Ctte
Undertaking quality reviews prior to the completion of each project milestones.	Project Manager
Ensuring that all business risks are identified and managed accordingly	Project Manager
Communication Management to Counties	Project Manager & Exemptions Advisory Ctte
User Change Management, Adoption and Training	CAA-IT & Exemptions Advisory Ctte, Vendor
Plan, prepare, schedule, and facilitate regular meetings with all stakeholders.	Project Manager

PART 3: PROJECT ORGANIZATION

Section 3.1: Project Roles

3.1.1 Core Project Team

Role	Name / Title	Email
Project Manager	TBD	

3.1.2 Subject Matter Experts

Role	Name / Title	Email

3.1.3 Advisory Team

Role	Name / Title	Email

Role	Name / Title	Email

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