

EXHIBIT C

QUESTIONNAIRE

Provide the name and address of your firm along with the name, title, address, telephone, email address and fax numbers of the contact person from your firm whom LAERA may contact with questions regarding your response. This individual must be authorized to negotiate contracts regarding the scope, terms, and pricing outlined in the proposal.

1. Describe how your firm will manage the project and work with LACERA's Project Management Office. Please provide information on the following:
 - a. Project Initiation/Kick-Off
 - b. Project Management Methodology
 - c. Communication Plan
 - d. Change Management
 - e. Change Orders
2. What Case Management Software Solution do you propose?
3. Describe if and how the proposed solution satisfies each of the requirements outlined in section 2.5.
4. Describe how the proposed solution will be integrated with LACERA's Pension Administration System. Please include details on user interface and case management data integration.
5. If selected as a finalist, you will have an opportunity to present proof of concept to the LACERA Evaluation Team to show how your Case Management software solution satisfies the requirements.
6. Provide details of the training required for the different level LACERA specialists to be able to support and develop the software. Specify training that your company is able to conduct.
7. Describe duration of Support and Maintenance that your company will provide to LACERA, location of support staff and hours of operation.
8. Provide a ten-year cost of ownership table for the proposed solution. The cost should include license fees, professional service fees, maintenance fees, miscellaneous fees for each of the first ten years of ownership.

9. Provide a list of at least three (3) government, public, or private organizations for which your company has provided similar services. Provide the name of the organization, a point of contact, postal address, telephone number, and e-mail address for each reference.
10. Please describe any known or perceived conflicts in the selection process, including any contact during the process or the twelve months preceding issuance of the RFP with LACERA staff or Board Trustees, or which may result if your organization were engaged to perform the services herein requested, including any known relationships the organization or any staff has with any member of LACERA's Board of Retirement, management, staff, or the County of Los Angeles.
11. Please list all gifts given to members of LACERA's Board of Retirement and Staff within the twelve months immediately prior to the date of this RFP. Include the name of the person receiving the gift, and the date the gift was promised or given (the earlier of the two).