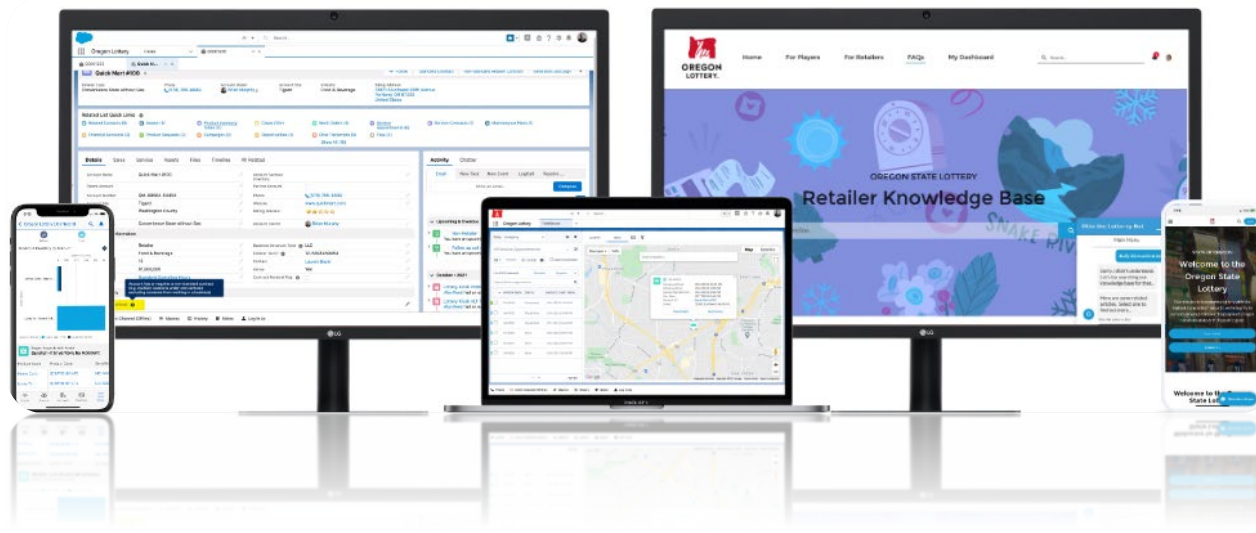# Retail Partner Management Program Update

Rachel Shepherd

November 2021

Retail Partner Management

The Retail Partner Management Program (RPM) is an evergreen program replacing OSL's legacy systems (HDSS, RMS, and OrderPad), and will introduce field service support tools.

Beyond transforming our operations, this program will continue to evolve into a portfolio of operational efforts to help support our
retail partner experience.

RPM Program Budget

Budget figures based on State of Oregon price agreement, market research, and vendor proposals. Actual budget commitments will be negotiated and finalized during contracting. Timing of budget spend depends on project scheduling and delivery timelines estimated in the RFP service implementor proposals.

$5.3M
Estimated Program Budget Years 1-3

$1.7M
Year One Budget Licensing + POC

$3.9M
Years Two + Three Budget Licensing + Implementation

$550K
Ongoing Operational Cost Licensing + Services

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Sourcing Approach: Multi-Phase Selection

Phase 1 - Software Selection
July 2021-November 2021

1. Request for Quote Release
2. Vendor Evaluation
3. Software Selection

Phase 2- Service Implementer Selection
December 2021-June 2022*

1. Request for Proposal Release
2. Service Implementer Evaluation
3. Down Select + Proof-of-Concept
4. Service Implementer Selection

*Dates are approximate and are based on resource availability

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Key Next Steps

➢ Continue development work on the request for proposal package

➢ Begin development of proof-of-concept strategy

➢ Define required resource demand to support project implementation scheduling

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