OFFICE OF THE ASSESSOR
COUNTY OF LOS ANGELES
320 KENNETH HAHN HALL OF ADMINISTRATION
LOS ANGELES, CALIFORNIA 90012-2770
(213) 974-3101
assessor.lacounty.gov

RICK AUERBACH
ASSESSOR

May 22, 2008

The Honorable Board of Supervisors
County of Los Angeles
Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER N04-0580 FOR THE DEVELOPMENT OF THE OWNERSHIP DEED PROCESSING SYSTEM

This is to advise you of our intent to request the Internal Services Department (ISD) to extend the term of ITSSMA Work Order N04-0580 with CorpInfo Services from July 31, 2008 to August 31, 2009, and increase the maximum Work Order amount by $300,000, from $300,000 to $600,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed $300,000.

BACKGROUND

The Work Order executed on April 18, 2007 was competitively bid and awarded to provide the design and implementation of a new Ownership Deed Processing System. The Office of the Assessor is developing critical Production applications that can be utilized by Assessor staff in order to enhance processing and increase productivity. The Department is actively developing new intranet applications for its different sub-departments and divisions using the latest web development technology.

The Assessor's enhancement and development of the intranet applications is in line with the County's strategic goals and the Department goals to maximize productivity through infrastructure development and new system development.

The new Ownership Deed Processing System will replace the current imaging system using state-of-the-art technology for capture, retention and processing of deed images and Preliminary Change of Ownership Reports (PCOR's) as well as their related data.

In addition, the Assessor's Ownership Deed Processing System is critical to the Department's mission and daily operations.

The following are milestones for the Ownership Deed Processing System:

- Define requirements and prepare system specifications (completed).
- Develop main application and unit test (in process, approximately 75% complete).
- Perform user acceptance test and obtain user approval of new system (October 2008).
- Complete documentation and train users (December 2008).
- Implement new system (February 2009).

SCOPE OF WORK

With the extension of this Work Order, the consultant will:

- Continue to design, develop, document, implement and support the new web-based Ownership Deed Processing System;

- Serve as a technical consultant for the remaining web development projects that were included in the original Statement of Work as determined by management; and

- Complete System/User documentation and transfer of knowledge to the Assessor Information Technology Division staff.

The knowledge transfer is essential in order to provide the necessary technical support to maintain the infrastructure.

JUSTIFICATION

The consultant is a highly qualified system developer and possesses information systems experience that is essential to the achievement of the department's strategic plan goal of providing service excellence. Since the beginning of the current Work Order, the consultant has gained extensive knowledge of the Ownership Deed Processing System that can only be achieved over time. The implementation of the new Ownership Deed Processing System is planned for the first quarter of 2009. The data from the old system will not be migrated over to the new system. It was determined that in order to allow for the smoothest transition from the old system to the new system, implementation should be done at the beginning of the user's processing year, which typically occurs in February. This will eliminate the users having one processing year split on two different systems. The extension of the Work Order with CorpInfo Services is necessary to ensure completion of this project and to have the new

system available for approximately 5-6 months of post implementation support, to include troubleshooting, completion of system/user documentation and transfer of knowledge. There has not been a change in project scope.

The original Work Order stated that the services of two contract programmers would be required. Due to the inability to find a second qualified contract programmer, only one was hired. The resulting heavier workload has increased the number of hours being consumed by this contract programmer on a weekly basis; thus, the hours were consumed sooner than originally planned. This contract programmer possesses highly specialized skills directly applicable to this project. Due to the lack of available application programmers, the retention of the contract programmer is essential in completing the assigned top priority project. Recruitment efforts will be in place, during the Fiscal Year 2008-2009, to hire two Senior Application Developers for the Applications Section of our IT Division with programming qualifications consistent with the needs of our Department.

FISCAL IMPACT

The amendment will extend the Work Order for thirteen months to August 31, 2009 and increase the maximum amount by $300,000. This amount will be sufficient to complete the job. The consultant's hourly rate will remain the same. Funding for this Work Order is included in the Assessor's Services and Supplies funding for fiscal year 2007-2008 and has been requested for fiscal year 2008-2009.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. If no comment is received within two weeks, we will request that ISD proceed with the amendment to the current Work Order. If there are any questions regarding this Work Order amendment request, please have your staff contact Rick Mele, Director of Reengineering and Technology at (213) 974-9215.

Respectfully submitted,

Rick Auerbach
Assessor

Noted and Approved:

Richard Sanchez
Acting Chief Information Officer

c: Director, Internal Services Department