



Health Services
LOS ANGELES COUNTY

**Los Angeles County
Board of Supervisors**

August 7, 2009

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Interim Director

Robert G. Splawn, M.D.
Interim Chief Medical Officer

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D. 
Interim Director

SUBJECT: **REQUEST TO AMEND INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER 06-1032
WITH COMPUTER PROFESSIONALS UNLIMITED,
INC., FOR INFORMATION TECHNOLOGY SUPPORT
SERVICES**

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Los Angeles, CA 90012

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www.dhs.lacounty.gov

This is to notify you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order 06-1032, formerly known as Work Order N06-0185, with Computer Professionals unlimited, Inc., to extend the term and increase the total maximum dollar amount. This request is to extend this Work Order to June 30, 2010 and to increase the total maximum allocation by \$100,000 from \$290,000 to \$390,000. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The Health Services Administration (HSA) Information Technology office maintains numerous Novell Netware and GroupWise servers in use within the Los Angeles County Department of Health Services (DHS). There are approximately 33 post offices and 12 sites running on Compaq series hardware. There are three initiatives in progress that will be supported by this Work Order:

1. SUSE Linux upgrade – migration of all Novell NetWare servers to SUSE Linux Enterprise Server at HSA and the provision of systems administration support and services to other DHS locations.
2. Novell GroupWise 7.0 clustering – migration of all Novell servers from GroupWise 6.5 to GroupWise 7.x across the DHS enterprise.
3. Enterprise consolidation of GroupWise servers – concurrent with the migration to GroupWise 7.x will be the consolidation of all GroupWise servers to two physical locations traversing the DHS Enterprise Network (EN), an ATM-based (Frame Relay backup) wide area network.

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JUSTIFICATION

Currently, there are no DHS employees with the skill sets and expertise to perform these tasks. Additionally, County positions are not currently available to hire the required staff. The purpose of this Work Order is to continue to provide the necessary qualified staff to assist in the development and support of the servers for the department. It is also intended to facilitate the transition of support to DHS staff through training, mentoring, knowledge, and skills transfer. It is anticipated that this work will be completed by the end of this extension period.

SCOPE

The scope of work includes the following:

- **Netware Systems Administration.** This includes assisting with Netware system upgrades, patch testing and installation, domain maintenance and administration, problem reporting, problem remediation, other troubleshooting, support, and disposition of DHS end-user and technical staff problems reports.
- **GroupWise Systems Administration.** This includes GroupWise database maintenance and repair, assistance with GroupWise system upgrades, assistance with GroupWise Post Office consolidation, assistance with piloting and testing of GroupWise components, supporting and troubleshooting GroupWise related problems, escalation of high priority issues through Novell support, and other tasks not directly related to systems administration. This includes problem management activities such as tracking, coordination, and management of problem reports and service requests, maintenance of logs and status reports, attending status and other administrative meetings with DHS staff, and any other administrative activities as directed by the DHS Project Manager.
- **Evaluate New Products and Services.** Evaluate, test and provide detailed reports and recommendations on new hardware and software applications and services.
- **Risk Assessment.** This includes the establishment of procedures for conducting risk assessment, threat analysis and risk management; the identification of security gaps and non-compliance in business processes with respect to HIPAA/security best practices.
- **Administration.** This includes problem management activities such as tracking, coordination, and management of problem reports and service requests, maintenance of logs and status reports, attending status and other administrative meetings with DHS staff, and any other administrative activities as directed by the DHS Project Manager.
- **Mentoring and Knowledge Transfer.** This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

FISCAL IMPACT

The hourly rates for this contractor will remain the same during the extended term of this Work Order.

This Work Order was competitively bid and awarded by ISD in February 2007 in the amount \$190,000. In November 2008, this Work Order was amended to extend the term for one year and to increase the maximum dollar amount to \$290,000. The increased cost of this Work Order will be \$100,000 and will increase the total cost to \$390,000. The funds for this project are currently in the Fiscal Year 2008-2009 DHS Budget and will be requested in the FY 2009-10 Budget.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by August 24, 2009, we will request that ISD proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know.

JFS:gc

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Interim Chief Information Officer
Interim Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Interim Chief Information Officer


Date