



TOM TINDALL
Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

Telephone: (562) 940-2901
FAX: (562) 803-0724

"To enrich lives through effective and caring service"

August 9, 2010

To: Each Supervisor

From: Tom Tindall *Tom Tindall*
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER
01-37**

This is to notify you of ISD's intent to amend ITSSMA Work Order 01-37 with ACS State and Local Solutions to increase the amount by \$200,000 for a maximum Work Order amount of \$500,000 and to extend the Work Order term through August 30, 2013. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

BACKGROUND

The Los Angeles (County) Local Recovery Center (LRC) located within the Orange County data center in Santa Ana serves as an emergency contingency site for the County's main data center located in Downey. In December 2009, ISD leased additional floor space at the LRC to accommodate additional computer processing needs for County departments.

The expanded facility provides the County with the ability to restore most critical computer systems in the event of a disaster that renders the County's main data center in Downey inoperable. These systems process mission critical applications for most County departments including: Animal Care and Control, Auditor-Controller, Board of Supervisors, Chief Executive Office, Children and Family Services, Coroner, Human Resources, ISD, Mental Health, Probation, Public Defender, Public Social Services, Registrar-Recorder, Sheriff, Superior Court, and Treasurer and Tax Collector. County computer systems support essential services that cover a broad range from financial management (eCAPS) to public safety, revenue collection, public assistance, and emergency incident management.

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The subject Work Order requests ACS to perform data center facilities work for ISD's customers at the LRC. This vendor performs data center upgrades to the existing facilities such as floor tile cuts, network wiring and electrical upgrades while also providing ongoing technical support for the mechanical and monitoring systems. ACS is the only vendor authorized by the County of Orange to provide services and work within the LRC.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the vendor working under this Work Order performs the following specific services:

- Cuts and installs data center floor tiles
- Installs network cabling
- Installs power wiring and electrical circuits
- Monitors and modifies supplemental cooling systems
- Installs computer systems and network switches within racks
- Provides electrical support services, such as metering, circuit identification, and the development of electrical panel schedules
- Installs seismic reinforcement to equipment cabinets
- Provides technical and monitoring support
- Provides technical documentation
- Provides on-site security personnel

JUSTIFICATION

Extension of this Work Order is necessary to continue acquiring critical services for adding, moving, and changing computer equipment and the supporting infrastructure at the LRC. These services are essential as system requirements and configurations often change and modifications to the infrastructure must be made to ensure the ability of ISD to provide vital disaster recovery services (Business Continuity) to all of the County's departments.

In the event that part or all of the County Data Center becomes inoperable, critical computer systems that perform many essential County functions will no longer be available. The LRC is designed to accommodate restoration of these critical systems to minimize impact to essential functions. Failure to maintain and update the LRC infrastructure will dramatically limit the facility's capabilities during an emergency.

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FISCAL IMPACT

The Contractor's hourly rates on the proposed Work Order extension will remain the same. The total amount of this extension is \$200,000 for a period of thirty-three months resulting in a maximum Work Order amount of \$500,000 over the entire term of the Work Order. Funding is allocated in the ISD Services and Supplies budget for fiscal year 2010-2011. Costs are recovered through chargeback for computer system utilization to County departments.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. Unless we hear otherwise, we will proceed with the extension in two weeks.

If there are any questions or comments, your staff may contact me or Dave Chittenden, General Manager, Information Technology Services, at (562) 940 -2901.

CC:jr

c: Chief Executive Officer
ISD Board Deputies
Executive Office, Board of Supervisors
County Counsel

NOTED AND APPROVED:


Richard Sanchez,
Chief Information Officer