



"Enriching Lives"

COUNTY OF LOS ANGELES

DEPARTMENT OF CORONER

1104 N. MISSION RD., LOS ANGELES, CALIFORNIA 90033



Lakshmanan Sathyavagiswaran, MD
Interim Chief Medical Examiner-Coroner

July 05, 2016

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

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

24 July 5, 2016

LORI GLASGOW
EXECUTIVE OFFICER

**AUTHORIZE EXECUTION OF A CHANGE ORDER WITH EMC CORPORATION, INC. FOR
SOFTWARE DEVELOPMENT AND IMPLEMENTATION SERVICES FOR THE DEPARTMENT OF
MEDICAL EXAMINER-CORONER'S
ELECTRONIC CASE FILE SYSTEM PROJECT**

(ALL SUPERVISORIAL DISTRICTS) (3-VOTES)

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

Authorize execution of one Change Order at a maximum amount not to exceed \$250,000 with EMC Corporation for the development and implementation of the Department of Medical Examiner-Coroner's Electronic Case File System (ECFS). The ECFS will provide case management, document management, and physical records management functionality to better meet the Department's information management needs.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and authorize the Director of the Internal Services Department (ISD), at the request of the Department of Medical Examiner-Coroner (MEC), to execute a Change Order at a maximum amount not to exceed \$250,000 under the County of Los Angeles (County) Master Services Agreement (MSA) No. 77036 with EMC Corporation to support the development and implementation of the ECFS.

2. Extend the term of the MSA only with respect to any work order that is open on the MSA's expiration date of July 6, 2016, including the MEC's Electronic Case File System (ECFS) Work Order, until all work under each such open work order has been completed by EMC and accepted by

County or until the work order is terminated consistent with the provisions of the MSA, no later than December 31, 2017.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The MEC has developed a strategic roadmap for the ECFS project, which identifies a multi-phased development approach using professional services, hardware, and software based on EMC's Documentum technology. The first three phases of ECFS were completed in September 2012. These phases were implemented using EMC Work Orders and funded by a combination of County Information Technology Fund (ITF) and Coverdell grants, which provided the base ECFS infrastructure, Specimen Tracking, and Property Management functions. Additional phases approved by the Board on March 5, 2013, enabled functionality for Evidence Management, Morgue Management, and Case Folder Management.

On March 17, 2015, the Board approved a Work Order and any necessary Change Orders not to exceed \$668,000 for the final phase of ECFS that provided workflow management capabilities. Approval of this recommended action will authorize a Change Order to this existing Work Order to provide additional opportunities for department users to review the system. Also, it will support a change to the system implementation strategy in order to accommodate a required Internet Explorer 11 and Office 2016 upgrade.

Implementation of Strategic Plan Goals

The recommended action is consistent with the principles of the Countywide Strategic Goal #1: Operation Effectiveness/Fiscal Sustainability.

FISCAL IMPACT/FINANCING

Funding in the amount of \$250,000 for EMC development charges for the final ECFS phase has been included in the Department's FY 2016-17 Operating Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On July 7, 2009, your Board approved the County's EMC MSA that enables County departments to utilize MSA work orders for various professional and consulting services related to the implementation and support of Enterprise Content Management (ECM) technologies. All MSA work orders greater than \$300,000 require Board approval. The Chief Information Officer concurs with the MEC's recommendation, and the CIO Analysis is attached (Attachment A).

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended action will allow the Department to complete the development of ECFS and comply with the Department's audit recommendation to replace the existing case management system. The new ECFS will provide improved security and better meet the Department's case management needs.

CONCLUSION

When approved, the Executive Office, Board of Supervisors is requested to return the signed and approved Board Letter to:

Silvia Gonzalez, Contracts Manager
Department of Medical Examiner-Coroner
1104 N. Mission Road
Los Angeles, CA 90033

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Lakshmanan Sathyavagiswaran". The signature is written in a cursive, flowing style.

Lakshmanan Sathyavagiswaran, M.D.
Interim Chief Medical Examiner-Coroner

Reviewed by:

A handwritten signature in dark ink, appearing to read "Peter Loo". The signature is written in a cursive, flowing style.

PETER LOO
Acting Chief Information Officer

LS/slg

Enclosures

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



PETER LOO

ACTING CHIEF INFORMATION OFFICER

Office of the CIO CIO Analysis

NUMBER:

CA 16-12

DATE:

6/9/2016

SUBJECT:

**AUTHORIZE EXECUTION OF A CHANGE ORDER WITH EMC CORPORATION, INC.
FOR SOFTWARE DEVELOPMENT AND IMPLEMENTATION SERVICES FOR THE
DEPARTMENT OF MEDICAL EXAMINER-CORONER'S
ELECTRONIC CASE FILE SYSTEM PROJECT**

RECOMMENDATION:

☒ Approve

☐ Approve with Modification

☐ Disapprove

CONTRACT TYPE:

☐ New Contract

☐ Sole Source

☐ Amendment to Contract #:

☒ Other: MSA Change Order

CONTRACT COMPONENTS:

☐ Software

☐ Hardware

☐ Telecommunications

☒ Professional Services

SUMMARY:

Department Executive Sponsor: Lakshmanan Sathyavagiswaran, Acting Chief Medical Examiner-Coroner, M.D.

Description: Department of Medical Examiner-Coroner (MEC) is requesting: 1) authorization for the Director of ISD to execute a Change Order under the County of Los Angeles (County) EMC Master Services Agreement (MSA) Number 77036 to support the development and implementation of the Electronic Case File System (ECFS); and 2) extend the term of the MSA only for open work orders on the MSA's expiration date of July 6, 2016, including the MEC's Electronic Case File System (ECFS) Work Order, until the work orders have either been completed by EMC and accepted by County or until the work orders are terminated consistent with the provisions of the MSA, no later than December 31, 2017.

Contract Amount: \$250,000

Funding Source: Department's Operating Budget
Fiscal Year (FY) 2015-16

☐ Legislative or Regulatory Mandate



☐ Subvened/Grant Funded: N/A

**Strategic and
Business Analysis**

PROJECT GOALS AND OBJECTIVES:

This Change Order for the MEC's ECFS will support: 1) New rounds of system user demonstrations to different business groups with MEC; 2) Upgrade the ECFS application to support IE 11 and Windows 2016; and 3) Resolve ECFS integration issues with MEC's Photo Viewer and Vendor Neutral Archive of X-Ray Images.

	BUSINESS DRIVERS: <p>The ECFS will replace the Legacy Case File System with significantly greater functionality integrating document management and workflow. The Legacy system was audited and recommended for replacement due to its lack of functionality and issues with system security. ECFS is currently being used to automate many of the core business functions of MEC, including document management, case folder, property, and specimen tracking. This Change Order will extend EMC Consulting Services to provide additional support for the ECFS project to ensure successful completion.</p>
	PROJECT ORGANIZATION: <p>Project sponsors are the Chief Medical Examiner-Coroner and the Chief Deputy. The project team includes the MEC's IT Manager, department subject-matter experts, EMC, and Internal Services Department (ISD).</p>
	PERFORMANCE METRICS: <p>The Change Order has defined deliverables approved by the Department.</p>
	STRATEGIC AND BUSINESS ALIGNMENT: <p>This Project is the MEC's primary IT initiative and is consistent with County Strategic Directions and technology standards.</p>
	PROJECT APPROACH: <p>The Project is utilizing the EMC Documentum xCP software framework for developing this application.</p>
	ALTERNATIVES ANALYZED: <p>Based on project successes and continuation of a defined solution no other alternatives were considered.</p>
Technical Analysis	ANALYSIS OF PROPOSED IT SOLUTION: <p>The Project is utilizing the EMC Documentum xCP software framework for developing the ECFS application. ECFS is hosted by ISD as part of the Electronic Content Management (ECM) Shared Infrastructure.</p>
Financial Analysis	BUDGET: <p>Contract costs: One-time costs: Services \$ 250,000 Sub-total Contract Costs: \$ 250,000</p> <p>The approval of this Change Order will increase the amount of the existing Work Order, approved by the Board on March 17, 2015, from \$668,000 to \$918,000. MEC will have expended a total of \$3,015,720 for ECFS.</p>

<i>Risk Analysis</i>	RISK MITIGATION: <ol style="list-style-type: none">1. MEC has successfully implemented previous ECFS modules working with EMC using their development and implementation methodology.2. The MEC conducts weekly project status reviews with EMC to ensure adherence to scope, schedule, and budget.3. The Chief Information Security Officer (CISO) reviewed the Change Order and did not identify any IT security or privacy related issues.
<i>CIO Approval</i>	PREPARED BY:  _____ Greg Melendez, Sr. Associate CIO 6/21/2016 _____ Date APPROVED:  _____ Peter Loo, Acting Chief Information Officer 6/21/16 _____ Date

Please contact the Office of the CIO 213.253.5600 or info@cio.lacounty.gov for questions concerning this CIO Analysis. This document is also available online at <http://ciointranet.lacounty.gov/>