

COUNTY OF LOS ANGELES
INFORMATION SYSTEMS ADVISORY BODY
COUNTYWIDE CRIMINAL JUSTICE COORDINATION COMMITTEE

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Public Defender

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Director, ISAB

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Jon Fullinwider
Chief Information Officer
Dave Lambertson
Interim Director, Internal Services Dept.
William J. Bratton
Chief of Police, City of Los Angeles

May 8, 2003

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

Dear Supervisors:

**AUTHORIZATION TO PURCHASE ADDITIONAL CONTRACT SERVICES
WITH IDENTITECH INC.
(ALL DISTRICTS - 3 VOTES)**

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

IT IS RECOMMENDED THAT YOUR BOARD:

Authorize the Executive Office of the Board to utilize our existing contract with Identitech Inc., to purchase additional professional and support services in the amount of \$577,592 for the development of Probation's Enterprise Document Management Systems (PEDMS) as a joint Los Angeles Document and Object eXchange (LADOX) project between ISAB and the Probation Department, fully offset by a Productivity Investment Fund loan secured by the Probation Department. The current Identitech contract is effective through July 2005.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

Award of contracts in excess of \$100,000 by the County's Purchasing Agent for professional services requires approval by your Board. The recommended actions are necessary in order to develop the Probation Enterprise Document Management System (PEDMS).

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In FY 1999/2000, the Information Systems Advisory Body (ISAB) initiated an interagency document workflow study to identify opportunities to reduce delays in delivery of documents between criminal justice agencies and reduce paper storage requirements for criminal justice documents, photos, audio transcripts and multi-media digital information. The study noted that 49% of the documents reviewed originated from automated systems or Word processors and represent 67% of the total pages of paper generated. This ISAB initiative is known as the Los Angeles Document and Object eXchange (LADOX) program. The Probation Court Report is one of several criminal justice documents that were identified as potential pilot projects to implement components of the LADOX program goals.

In FY 2000/2001, ISAB members approved initiation of a pilot project with the Probation Department, District Attorney, Public Defender, Alternate Public Defender and Southwest Superior Court (Torrance) to electronically deliver the word processing based Probation Reports to the Court utilizing document management and Web-based workflow automation tools. Based on the study analysis, the Probation Report was identified as a document, which is both high volume (300,000+ reports/year) and generates duplicate copies in paper form for Court, Defense, Prosecution and Probation case files.

The pilot project business objectives included reduction of delays in receiving Court order requests, electronic Probation Reports delivery, providing authorized access to an electronic copy of the reports, reducing the requirement of departments to store a paper copy and providing audit trails on efficiency of the overall process. The pilot, known as the Electronic Court Report Distribution System (ECRDS) was completed in April of 2001.

In June of 2001, ISAB contracted Doculabs Inc., an industry expert in electronic document management software, to provide professional research and advisory services, and provide an independent verification and validation of the Probation pilot project. The benefits of conducting the study were to confirm our technology selection alignment with the pilot's business objectives and establish a future technology strategy *before* making significant investment decisions.

Based on the findings of Doculabs and the ISAB membership, in July of 2002, via the competitive bid process, the County purchased a comprehensive Enterprise Document Management System (EDMS) suite of products and services from Identitech Inc. The terms of the contract guarantee pricing for a period of three years. ISAB and member agencies are now able to develop new applications on this platform.

This request is to secure additional professional services from Identitech Inc. for the development and implementation of a fully working Probation Enterprise Document Management System based on the initial Probation pilot and expanding the implementation to all Probation offices in the County. Using Identitech's professional services is the most cost effective and risk-averse method for the successful development and deployment of the department-wide PEDMS. Identitech staff are experts in the use of their own software and have proposed a fixed price bid for all necessary development work including providing technology transfer skills training to County technical resources. It is anticipated that internal County technical staff will provide ongoing maintenance support and expansion of the PEDMS technology.

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan:

Goal No. 1 Service Excellence:

Improve the timeliness and quality of Probation's services to the Courts and other justice agencies through business process reengineering, automation, and integration of information technology.

Goal No. 3 Organizational Effectiveness:

Improve Probation's service delivery to the Courts, victims of crime, probationers, and the community and enhance data sharing and collaboration with other justice agencies and other partners (non-county service providers) through an increased use of technology.

FISCAL IMPACT/FINANCING

The approximate \$578,000 required to purchase the additional professional and support services will be funded by a \$1.5 million Productivity Investment Fund loan secured by the Probation Department. Of the remaining \$922,000, \$500,000 is already included in the 2003-04 Proposed Budget, and \$422,000 will be included in the Department's Final Changes request to the Chief Administrative Office. Loan payments will be offset by anticipated departmental operational cost savings. No additional net County cost will be required.

CONTRACTING PROCESS:

In April 2002, the Internal Services Department released an Invitation for Bids (IFB) for a comprehensive EDMS suite of products (Solicitation No. 20830, Requisition No. 419216). The IFB was sent to various vendors and was posted on the County's website. The IFB closed in May 2002 with responses from 10 vendors.

The ISAB membership completed its evaluation of the bid responses for an EDMS Software and Services IFB on June 3, 2002. ISAB recommended Identitech Inc. as the winning vendor based on price, technical leadership and management focus. The County purchased the Identitech product suite in July 2002 with guaranteed pricing for three years. Identitech professional services are being proposed to provide development and technology transfer skills to the Probation Department to insure successful deployment of the new Enterprise Document Management software suite.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended action will assist the Probation Department, other justice agencies, and ISAB in moving forward with a comprehensive plan for integration and document exchange between justice agencies. In addition, the Probation Department will have a centralized system that will digitally store and retrieve documents, route these documents in an automated workflow process, and significantly improve productivity and effectiveness of service delivery to all Probation staff, the Courts, Public Defender, District Attorney and the public.

Respectfully submitted,

Reviewed by:

John Ruegg
Director, ISAB

Jon W. Fullinwider
Chief Information Officer

Richard Shumsky
Chief Probation Officer

JR:FB:fb

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Public Defender

CIO ANALYSIS

**REQUEST BY THE INFORMATION SYSTEMS ADVISORY BODY (ISAB)
TO PURCHASE ADDITIONAL PROFESSIONAL SERVICES IN THE AMOUNT OF
\$577,592 UNDER AN EXISTING CONTRACT WITH IDENTITECH, INC., FOR THE
DEVELOPMENT OF PROBATION'S ELECTRONIC DOCUMENT MANAGEMENT
SYSTEM (PEDMS)**

CIO RECOMMENDATION: **APPROVE** **APPROVE WITH MODIFICATION**
 DISAPPROVE

Contract Type:

| | | |
|--|---|--|
| <input type="checkbox"/> New Contract | <input checked="" type="checkbox"/> Contract Amendment | <input type="checkbox"/> Contract Extension |
| <input type="checkbox"/> Sole Source Contract | | |

| | | |
|-----------------------------------|---|-----------------------------|
| New/Revised Contract Term: | Term of contract remains unchanged (through July 2005) | # of Option Yrs: -0- |
|-----------------------------------|---|-----------------------------|

Contract Components:

| | | |
|--|--|--|
| <input type="checkbox"/> Software | <input type="checkbox"/> Hardware | <input type="checkbox"/> Telecommunications |
| <input checked="" type="checkbox"/> Professional Services | | |

Project Executive Sponsor: **John Ruegg, Director, ISAB**
 Richard Shumsky, Chief Probation Officer

Budget Information :

| | |
|-----------------------------|--------------|
| Y-T-D Contract Expenditures | \$ 2,177,096 |
| Requested Contract Amount | \$ 577,592 |
| Aggregate Contract Amount | \$ 2,754,688 |

Project Background:

| Yes | No | Question |
|--------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Is this project legislatively mandated? |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Is this project subvented? If yes, what percentage is offset? |

Strategic Alignment:

| Yes | No | Question |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Is this project in alignment with the County of Los Angeles Strategic Plan? Goals One, Three and Five. |

| | | |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Is this project consistent with the currently approved Department Business Automation Plan? |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Does the project's technology solution comply with County of Los Angeles IT Directions Document? |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Does the project technology solution comply with preferred County of Los Angeles IT Standards? |

Project/Contract Description:

This request is to purchase additional professional services under an existing agreement between the County of Los Angeles and Identitech, Inc., for the development and implementation of the Probation Department's Electronic Document Management System (PEDMS). As its initial effort, PEDMS will expand the highly successful Electronic Court Report Distribution System (ECRDS) pilot project that was developed under the Los Angeles Document and Object eXchange (LADOX) initiative, from a single Probation area office to all Probation area offices in the County. ECRDS automates the entire process of preparing Probation court reports, up to the point of its submission to the Superior Court, including dissemination of electronic copies to all other justice systems agencies that, in the past, were receiving these reports in hard copies.

Background:

In FY 1999/2000, ISAB initiated an interagency document workflow study and determined that an opportunity existed to automate the entire process of Probation Court Report preparation and dissemination to all justice systems agencies, and embarked upon a pilot project (ECRDS) as their first official effort under their LADOX initiative. The Probation Court Report was one of several criminal justice documents identified as a potential pilot candidate for a project to implement components of the LADOX program goals. This pilot was completed in April 2001.

Shortly thereafter, ISAB contracted with Doculabs, Inc., an industry expert in the electronic document management software field, to provide research and advisory services and to provide an independent verification and validation of the ECRDS pilot, to determine whether the project should be expanded. Doculabs was also asked to evaluate the ECRDS pilot and to confirm ISAB's technology selection alignment with the pilot's business objectives and to establish a future technology strategy before any further, long-term investment decisions were made.

Based on Doculab's findings, and as a result of an open-competitive procurement process, ISAB purchased a comprehensive Electronic Document Management System (EDMS) suite of products and services from Identitech, Inc. This request is to supplement that contract to secure additional professional services from Identitech.

Project Justification/Benefits:

Using Identitech's professional services is clearly the most cost effective and risk-averse method for the successful development and deployment of PEDMS. Identitech staff are experts in the use of their own software and have proposed a fixed-price bid for all further work to be done to complete the County-wide deployment of ECRDS including providing technology transfer skills training to County technical staff. Once

that is completed, it is anticipated that internal County technical staff will provide ongoing maintenance support and any further expansion of the PEDMS technology.

Project Metrics:

Project metrics are contained in the detailed Statement of Work, which contains specific milestones and deliverables for the implementation of the system. The contract is fixed-price and the vendor has the responsibility to complete each deliverable, subject to the County's acceptance and sign-off, before any payments are made.

Operationally, the successful provision of these additional services will give Probation a centralized document management system with the capability of digitally storing and retrieving documents, routing these digitally stored documents in an automated workflow process, and thereby significantly improving productivity and effectiveness of service delivery to all Probation staff and other justice systems departments.

Impact If Proposal Is Not Approved:

If this proposal is not approved, and the PEDMS project does not proceed forward, the significant efficiencies realized under the ECRDS pilot project will be confined to a single Probation area office rather than department-wide. Further, the expansion of similar efficiencies that can be realized in a number of areas, even beyond deployment of ECRDS County-wide will be greatly subdued.

Alternatives Considered:

Alternative solutions were considered as a part of the initial competitive bid process conducted in July 2002, where a variety of EDMS products were evaluated. The Identitech suite of products was selected.

Accordingly, Identitech is the only contractor who can perform the work that needs to be done to expand ECRDS initiative beyond its current pilot state.

The only other alternative to be considered is to not proceed with the expansion of ECRDS. As the initial pilot was found to be extremely successful, the alternative of not proceeding with the further expansion of ECRDS is not considered a sound business decision, especially since the necessary funding has been identified and is available.

Project Risks:

Project risks have been greatly minimized by continuing to engage the services of the developer of the EDMS suite of products initially purchased. There is always the risk of the contractor not performing in accordance with the terms and provisions of the agreement; however, they have already demonstrated the quality of their product and their ability to perform according to

Risk Mitigation Measures:

ISAB and the Probation Department have completed a detailed functional requirements analysis for this system. A detailed Statement of Work with specific milestones has been prepared for the implementation of the system. The contract is fixed-price and the vendor has the responsibility to complete the work before any payments are made.

Financial Analysis:

The cost required to purchase these additional services (\$577,592) will be funded through a \$1.5 million Productivity Investment Fund loan secured earlier this year by Probation. Of the remaining \$922,408, \$500,000 is already included in Probation's 2003-04 Proposed Budget, and \$422,408 will be included in the Department's Final Changes request to the CAO. No additional net County Cost will be required.

CIO Concerns:

None

CIO Recommendations:

Approve

CIO APPROVAL

Date Received: May 6, 2003

Prepared by: Earl Bradley

Date: May 8, 2003

Approved: _____

Date: _____