County of Los Angeles
Sheriff's Department Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754-2169

LEROY D. BACA, SHERIFF

February 9, 2010

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

35 FEBRUARY 9, 2010

SACHI A. HAMAI
EXECUTIVE OFFICER

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

Dear Supervisors

RECOMMENDATION TO AUTHORIZE THE CHIEF INFORMATION OFFICER TO EXECUTE WORK ORDERS WITH ORACLE CORPORATION FOR CONSULTING SERVICES FOR THE TRIAL COURT FUNDING SYSTEM PROJECT (ALL DISTRICTS) (3 VOTES)

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

SUBJECT

This is a recommendation to the Board to delegate authority to the Chief Information Officer (CIO), at the request of the Los Angeles County Sheriff's Department (Department), to execute Work Orders for consulting services under Los Angeles County's (County) Oracle Master Services Agreement Number 76043 (Master Agreement) dated February 20, 2007, with Oracle Corporation (Oracle). The Work Orders are for the Trial Court Funding Systems (TCFS) project. The project is a re-write of an existing Paradox application to a scalable web-based platform.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and delegate authority to the CIO, at the request of the Department, to execute the attached Work Order, and any necessary change orders, for consulting services under the Master Agreement with Oracle, effective February 9, 2010, for the TCFS project for a maximum amount not to exceed $865,849. This is in accordance with the Board directive, which requires that Work Orders exceeding $300,000 be approved by the Board.

2. Approve an amount not to exceed $160,000 to be set aside, at the request of the Department, as a contingency fund for project change orders which may occur during the course of this project, and delegate authority to the CIO to execute all necessary project change orders utilizing the contingency funds in an amount not to exceed $160,000.

3. Approve and delegate authority to the CIO, at the request of the Department, to execute the attached Work Order, and any necessary change orders, for support, maintenance, and enhancement of the TCFS application under the Master Agreement with Oracle, effective February 9, 2010, an amount not to exceed $524,254 plus an estimated $45,000 for travel expenses. The Work Order will be implemented after the system has been put into production and warranty has been successfully completed. The period of performance shall be for one year with two one-year option periods and may be terminated with a 30-day notice. The total cost for services per year shall not exceed $174,751. In addition, travel expenses at an estimated $15,000 per year will be invoiced monthly as they are incurred.

4. Delegate authority to the CIO to exercise the two option years on the Work Order for TCFS maintenance.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Each year, the County Superior Court contracts with the Department to provide security at 47 court facilities throughout the County. Each court has a pre-defined number of positions that are required to be filled for court room, lockup, and perimeter security. The Department's Court Services Division (CSD) must assign the appropriate personnel to fill these positions so that the Department is in compliance with the contract.

CSD currently has an existing Paradox application to track the number of positions purchased at each court and the associated cost of each position. The application also tracks the assignment of security personnel to each position at the 47 locations. At the end of the month, reports are generated for billing purposes. The application has few validation rules, thereby allowing erroneous information to be entered and saved, which then requires numerous hours of manual effort to audit for contract compliance. The application's performance is slow since Paradox has limited capability to handle large-scale, on-line transaction processing from multiple sites. Also, the business requirements have evolved over time and the system no longer meets all the needs of the users. The technology on which the current system was built is outdated and not web accessible, which makes it necessary to re-write the application with updated technology.

The Department's Data Systems Bureau (DSB), in conjunction with CSD, has analyzed the requirements and completed the detailed design for the new TCFS. CSD has purchased the hardware for database and application servers as well as Oracle licenses for database and software development tools.

Implementation of Strategic Plan Goals

The recommended action is consistent with the County's Strategic Plan, Goal 1, Operational Effectiveness. It will streamline administrative operations and processes by increasing effectiveness and support responsive County operations.

FISCAL IMPACT/FINANCING

The proposed total amount of the Work Order and Contingency Fund for the TCFS is $1,025,849. Sufficient funding is included in the Department's Fiscal Year (FY) 2009-10 Automation Fund number 40737. The proposed total amount for the support, maintenance, and enhancement Work Order services is $524,254 for three years ($174,751 per year) and an estimated $15,000 per year for travel expenses. Sufficient funding is included in the Department's Automation Fund number 40737 for each FY commencing with FY 2010-11.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The software products selected for the development of TCFS are all Oracle products. This includes the Oracle Relational Database Management System, the application server software, and the tools that are used to build the screens and reports. Therefore, the Department has elected to use Oracle under the Master Agreement for the development and maintenance of TCFS because they have the technical expertise for each of their own products. The integration of all these products to provide a seamless interface for the users of the system is critical to the success of the project.

The Master Agreement with Oracle for professional and consulting services was approved by your Board on February 20, 2007. At the time, your Board delegated authority to the CIO to execute Work Orders having a maximum sum of $300,000 or less. Because the value of the attached Work Orders exceed $300,000 the Department is requesting that your Board delegate authority to the CIO to execute the attached Work Orders. Payment to Oracle will be on a fixed price per deliverable basis. It is estimated that the design and build of the TCFS will be completed within seven months of the project start date. Oracle will provide a 160 day warranty period. Upon the expiration of the warranty period, Oracle will provide support, maintenance, and enhancement services. The period of performance for support maintenance and

enhancement services shall be for one year with two one-year option periods and may be terminated with a 30-day notice.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The effort by the Department to have the application re-written conforms to the County's strategic direction to adopt the use of CIO recommended software technology. The new system will provide the following benefits:

Operational Efficiency:

- Provide built-in business rules and validation in the new application to minimize data entry errors and the need for manual checking by supervisory personnel;
- Provide up-to-date contract non-compliance information so corrective action can be taken;
- Provide checks and balances to ensure accurate monthly billing information;
- Automate business processes such as tracking and calculating billing costs for personnel associated with Senate Bill 1396, which are currently handled manually;
- Automate audit reports required on an ad-hoc basis by the Superior Court to eliminate the time-consuming process of compiling the reports manually; and
- Build the new system in a web-based platform, which can be accessed anywhere within the Department's Data Network.

Risk Mitigation:

- Move to an updated technology where large-scale, on-line transaction processing can be handled without the need to download each court's files locally for update from the database and then reload the data back to the Paradox database, which could potentially result in the loss of data; and
- Minimize vulnerabilities by implementing authorized access in a secured database.

CONCLUSION

Upon Board approval, please return two copies of the adopted Board letter to the Department.

Sincerely,

Lee Baca

LEROY D. BACA
SHERIFF

Reviewed by:

Richard Sanchez

RICHARD SANCHEZ
CHIEF INFORMATION OFFICER

CIO ANALYSIS

AUTHORIZE THE CHIEF INFORMATION OFFICER TO EXECUTE WORK ORDERS WITH ORACLE CORPORATION FOR CONSULTING SERVICES FOR THE TRIAL COURT FUNDING SYSTEM PROJECT

CIO RECOMMENDATION: ☒ APPROVE ☐ APPROVE WITH MODIFICATION ☐ DISAPPROVE

Contract Type:

☐ New Contract ☐ Contract Amendment ☐ Contract Extension
☐ Sole Source Contract ☐ Hardware Acquisition ☒ Other

New/Revised Contract Term: **Base Term:** 19 months **# of Option Yrs** Two 1-year options

Contract Components:

☐ Software ☐ Hardware ☐ Telecommunications
☒ Professional Services

Project Executive Sponsor: Chief Richard Barantes, Court Services Division

Budget Information :

Y-T-D Contract Expenditures	$ 0
Requested Contract Amount	$ 1,435,103
Aggregate Contract Amount	$ 1,435,103

Project Background:

Yes	No	Question
☐	☒	Is this project legislatively mandated?
☐	☒	Is this project subvented? If yes, what percentage is offset? This contract will be 100% funded by the Sheriff's FY 2009-10 Automation Fund.
☐	☒	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved? A subsequent phase of the project may include potential interfaces between the Trial Court Funding System (TCFS) and eCAPS Time Collection and eHR.

Strategic Alignment:

Yes	No	Question
☒	☐	Is this project in alignment with the County of Los Angeles Strategic Plan? This project supports the County's Strategic Plan, Goal 1 – Operational Effectiveness.

Yes	No	Question
☒	☐	Is this project consistent with the currently approved Department Business Automation Plan? This project was identified in the Department's FY 2009-10 Business Automation Plan.
☒	☐	Does the project's technology solution comply with County of Los Angeles IT Directions Document?
☒	☐	Does the project technology solution comply with preferred County of Los Angeles IT Standards? The proposed solution will be developed using Oracle tools and database, which are both the Department's and County's standards.
☒	☐	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

Project/Contract Description:

The Trial Court Funding System (TCFS) Project is a replacement of a legacy PC-based system that was originally implemented in Paradox, an MS-DOS based product that no longer supports the business requirements.

Background:

The Court Services Division (CSD) of the Sheriff's Department (Sheriff) uses TCFS to allocate, track and bill for staffing at forty-seven court facilities as part of a contract established between Superior Court and the Sheriff. The TCFS Project is a development effort to build a replacement for the legacy system that will include new functionality to support current business requirements, as well as a software platform that can be maintained and supported by the Sheriff's technical staff. The Sheriff is seeking approval to issue two work orders under the County's Oracle Master Services Agreement (MSA) to obtain consulting services for the project.

Project Justification/Benefits:

The current legacy replacement is required for the following reasons:

- Paradox database, a MS-DOS based platform is no longer supported, is slow and cannot effectively support processing of information from multiple sites;
- Lack of data validation and business rules in the current application result in numerous data issues that require significant manual reconciliation and correction; and
- New business requirements are not being addressed by the current system.

The Sheriff has standardized on Oracle tools and database. Their justification for utilizing Oracle consulting services for TCFS is their expertise and knowledge in new capabilities and features in the Oracle tools and database that will be used to develop TCFS.

Project Metrics

The two work orders to be executed under the Oracle MSA are fixed-price, deliverables-based work order. The first work order will be to obtain consulting services to develop and implement TCFS and the second work order is to provide one-base year of post implementation support with the option for two 1-year extensions for maintenance and support.

Impact On Service Delivery Or Department Operations, If Proposal Is Not Approved
The legacy system is running on technologies that are no longer supported and current business requirements are not being met. Replacement of this legacy system will allow CSD to more effectively manage its contract with Superior Court and to ensure contract compliance for services rendered.

Alternatives Considered:
The Sheriff evaluated three commercial-off-the-shelf (COTS) products subsequent to a Request for Proposal (RFI #341SH) issued in April 2007 and concluded that none of the products met their business requirements for contract compliance and billing. At best, significant modifications to the COTS products would be required to meet CSD's requirements. Since then, the Sheriff's Data Systems Bureau developed and validated a TCFS prototype using Oracle tools and database.

Project Risks:
TCFS is a custom software development project and has the following risks:

- The project scope and business requirements need to be clearly defined;
- Executive sponsorship and oversight is required to ensure that escalated issues are addressed and business decisions made in a timely manner; and
- Appropriate Sheriff staff is assigned to the project to validate functional specifications, perform acceptance testing and to facilitate knowledge transfer.

Risk Mitigation Measures:

1. The Sheriff's department has developed a TCFS prototype and detailed specifications for TCFS. These specifications will be included in the work order and used to develop TCFS.
2. The work orders for TCFS consulting services will be fixed-price, deliverables-based.
3. A contingency of $160,000 contingency is included in the project budget.
4. Commander Bob Lindsey will provide project oversight and operational direction in support for deploying TCFS.
5. Sheriff has assigned a team of subject matter experts from CSD and technical staff (involved in developing the prototype) from Data Systems Bureau who are familiar to the Oracle tools and database.

Financial Analysis:
The total cost for TCFS consulting services is $1,435,103:

- Work Order for consulting services to develop and implement TCFS: $865,849
- Work Order for up to three years (one base year with options for two 1-year extensions) of support and maintenance: $569,254 ($189,751 per year, inclusive of travel expenses).

The Sheriff is also including a $160,000 contingency for the project.

CIO Concerns:
None.

CIO Recommendations:
My Office supports this contract and recommends approval by the Board.

CIO APPROVAL

Date Received: 1/26/10

Prepared by: Petrolu

Date: 1/27/10

Approved: [signature]

Date: 1-28-10

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WORK ORDER SUBMISSION FORM

Agreement:	This Work Order incorporates by reference the terms of the Master Services Agreement (MSA) between Oracle USA, Inc. and the County of Los Angeles dated February 20, 2007
Department:	Los Angeles County Sheriff's Department (LASD)
Department Project Manager:	TBD
Effective Date:	February 9, 2010

- ☐ Enterprise Architecture Services
- ☐ Data Security/Protected Enterprise
- ☐ Middleware Architecture Services
- ☐ Business Integration Services
- ☒ Software Engineering Services
- ☐ Data Warehousing Services
- ☐ Other

- ☐ HIPAA-Related Work Order (as defined herein)
- ☐ Limit of Liability changed to [ ] times fees paid on Work Order
- ☒ Not a HIPAA-Related Work Order (as defined herein)
- ☐ Federal Funds Project

WORK ORDER MANAGEMENT SUMMARY AND BUSINESS OBJECTIVE

This Work Order is to procure the needed services to complete the design, build and implementation of the new Trial Court Funding (TCF) application system.

The purpose of the new Trial Court Funding system is to track the number of positions purchased by the Superior Court and the assignment of LASD Court Services personnel to these positions. It also tracks contract compliance and provides administrative as well as billing reports.

Segmentation. LAC Sheriff Department acknowledges that the services were bid by Oracle separately from any Oracle program licenses. LAC Sheriff Department understands that it has the right to acquire services without acquiring any Oracle program licenses, and that it has the right to acquire the services and any Oracle program licenses separately.

WORK ORDER PROJECT DEFINITION

This work order will address the following services:

1. Project Management
2. Install and configure server software
3. Review and optimize database design
4. Design and create end user data entry screens
5. Design and create end user reports
6. Benchmark Application Performance
7. Post production Support

WORK ORDER STATEMENT OF SERVICES

Attached.

WORK ORDER PAYMENT SCHEDULE (FP) or LABOR RATES AND ESTIMATED EXPENSES (T&M)

This is a fixed price (FP) engagement. Fees for deliverables included in the attached Work Order Statement of Services total eight hundred sixty-five thousand, eight hundred and forty-nine dollars ($865,849.00).

WORK ORDER ACCEPTANCE DEFINITION (FP ONLY)

See attached Work Order Statement of Services

This quote is valid through February 28, 2010 and shall become binding upon execution by LASD and acceptance by Oracle.

Work Order Approval	Signature	Date
Work Order Number Assigned		
County's Project Manager		
Department Project Manager		
Contractor (Oracle USA, Inc.)		

ATTACHMENTS: Work Order Statement of Services

ATTACHMENT

WORK ORDER STATEMENT OF SERVICES (Work Order)

1. Application systems design documentation:
   N/A

2. Detailed description of tasks subtasks, milestones and deliverables:
   Oracle will provide the following services and deliverables:

   A. Project Management:
      (1) Create the Project Management Plan (PMP) document which will contain:
         a. Project Schedule
         b. Communications Plan
         c. Issue and Risk Management Plan
         d. Definition of Roles and Responsibilities for Oracle and LASD

   B. Requirements Validation:
      (1) Validate the requirements provided by LASD.
      (2) Validate the level of complexity of each screen and report as listed in sections E and F to confirm the accuracy of the level of effort estimates. Oracle will validate the level of completeness of each Oracle Forms screen to confirm the accuracy of the level of effort estimates on which this Work Order is based.
      (3) Provide a document, at the end of the Requirements Validation period, detailing discrepancies between the observed levels of completeness of each form versus the level of completeness documented in this Work Order. This document will also detail any discrepancies between the level of complexity implied by the supplied requirements documentation and the level of complexity documented in this Work Order.
      (4) Oracle and LASD will jointly review the Validation Requirements Document to determine the best course of action to address any documented discrepancies affecting the level of effort estimates on which this Work Order is based. At this point in time, Oracle or LASD may terminate the contract should an agreement on the best course of action not be reachable. Upon termination, remaining deliverables are canceled.

   C. Install and configure the server software:
      (1) Oracle Application Server 10g, Forms and Reports Services Standalone install type
         a. Install on development and production
         b. Configure to utilize Oracle database security
      (2) BI Publisher 10g
         a. Install on development and production
         b. Configure to utilize Oracle database security

   D. Review existing database and optimize database design
      (1) Provide up to a maximum of ten (10) additional days of effort to review the database design work already completed and optimize it by adding indexes, primary key, and foreign keys, as necessary. In addition to this optimization, Oracle will modify the database design to confirm the database design supports identified user requirements.

The database design will be implemented in the development and the production database by running the data definition language scripts in those environments.

(2) Configure partitioning by fiscal year to the database design.

E. Design and create end user data entry screens:

(1) Complete the design, build and unit test the following end user data entry screens:

Form #	Form Name	Percent Complete	Level of Complexity
1.	Log-In	10%	L
2.	Change Password	80%	L
3.	TCF – In Service	50%	H
4.	TCF – Master List	60%	M
5.	CMU – In Service	30%	M
6.	CMU – Master List	30%	M
7.	SB 1396 – Personnel	50%	M
8.	SB 1396 – Equipment to Court	50%	L
9.	SB 1396 – Equipment to Staff	50%	L
10.	PCD	60%	L
11.	DNA	60%	L
12.	Others	60%	L
13.	Div Maint – TCF Non LASD Personnel	80%	L
14.	Div Maint - SB 1396 Equipment Type	80%	L
15.	Bureau Ops Maint – TCF Standby Personnel	70%	L
16.	CMU Maint – CMU Supervisor	70%	L
17.	Court Maint – Judges	70%	L
18.	Court Maint – TCF Standby Personnel	70%	L
19.	Court Maint – Employee Special Skills	50%	M
20.	Court Maint – TSSR	70%	L
21.	TCF Report Panel	10%	H
22.	CMU Report Panel	20%	H
23.	Division Report Panel	20%	H
24.	TCF Admin: TCF Data Unlock	20%	L
25.	TCF User Admin	10%	M
26.	CMU User Admin	10%	L
27.	SB1396 User Admin	10%	L

Form #	Form Name	Percent Complete	Level of Complexity
28.	Scripts: 1) LASD personnel load - script in existence. 2) 10th of month locking of data entry for previous month 3) Script to produce an ASCII file which contains the monthly billed total for each court 4) Email notification to alert users two (2) days past scheduled date that in service has not been approved	0%	M

F. Design and create end user reports:
(1) Design, build and unit test the following end user reports:

Report #	Report Name	Level of Complexity
1. TCF_003	LASD Courtroom Security Tracking Sheet	H
2. TCF_004	Contract Fulfillment & Cost-Revenue Analysis Report	M
3. TCF_005	Contract Fulfillment Report Summary	M
4. TCF_013	PSO Overtime Report	L
5. TCF_014	PSO Overtime Report including Paid/Saved and Overtime Hours	L
6. TCF_015	PSO Overtime Report including OT Code and Overtime Hours	L
7. TCF_016	PSO Overtime Report including OT Code, Paid/Saved and Overtime Hours	L
8. TCF_017	PSO Overtime Report including Service Level and Overtime Hours	L
9. TCF_018	PSO Overtime Report including Service Level, Paid/Saved and Overtime Hours	L
10. TCF_019	PSO Overtime Report including Service Level, OT Code and Overtime Hours	L
11. TCF_020	PSO Overtime Report including Service Level, OT Code, Paid/Saved and Overtime Hours	L
12. TCF_021	PSO Overtime Report including Court and Overtime Hours	L
13. TCF_022	PSO Overtime Report including Court, Paid/Saved and Overtime Hours	L
14. TCF_023	PSO Overtime Report including Court, OT Code and Overtime Hours	L

Report #	Report Name	Level of Complexity
15. TCF_024	PSO Overtime Report including Court, OT Code, Paid/Saved and Overtime Hours	L
16. TCF_025	PSO Overtime Report including Court, Service Level and Overtime Hours	L
17. TCF_026	PSO Overtime Report including Court, Service Level, Paid/Saved and Overtime Hours	L
18. TCF_027	PSO Overtime Report including Court, Service Level, OT Code and Overtime Hours	L
19. TCF_028	PSO Overtime Report including Court, Service Level, OT Code, Paid/Saved and Overtime Hours	L
20. TCF_043	In Service Sheet	M
21. TCF_049	Trial Court Funding Master Service Levels	M
22. DIV_001	Annual Service Level Costs	H
23. DIV_002	Annual Service Level and Costs	H
24. DIV_003	Review of Service Levels	H
25. DIV_004	Quarterly Report of Sheriff Service Levels	H
26. DIV_005	CONTRACT LAW ENFORCEMENT TEMPLATE - Security Personnel	M
27. DIV_006	CONTRACT LAW ENFORCEMENT TEMPLATE - Professional Support Staff for Court Security Operations	M
28. DIV_007	CONTRACT LAW ENFORCEMENT TEMPLATE - Professional Staff Overtime	M
29. DIV_009	CONTRACT LAW ENFORCEMENT TEMPLATE - Minimum Allowable Costs	H
30. DIV_010	Pay & Leave Management Detail & Pay & Leave Management Summary	H
31. DIV_011	Quarterly Bureau Contract Analysis	H
32. DIV_012	Monthly Bureau Contract Analysis	H
33. DIV_013	Monthly Bureau Contract Analysis with Revenue	H
34. FIS_001	Monthly 1/12 Flat Rate Billing Schedule	H
35. FIS_002	Billable Workload Overtime	M
36. FIS_003	Special Event Overtime Billing Schedule	M

Report #	Report Name	Level of Complexity
37. FIS_004	Billable Code 404 (Courtroom Security) Overtime	M
38. FIS_005	The Superior Court Law Enforcement Act of 2002 (SB1396) Minimum Allowable Costs	H
39. FIS_008	Monthly Billing Report	H
40. FIS_009	Year-to-Date Billing Report	H
41. FIS_011	Billable Adjustment Report	H

G. Testing

(1) Provide up to twenty (20) person days to assist with System and User Acceptance testing for the components built for items E and F mentioned above. Such assistance will be comprised of general oversight and guidance in creating the Test Plan and assistance with issue investigation and resolution as a result of the testing.

H. Performance Benchmarking and Tuning. Provide up to 20 person days to assist with Benchmarking the performance of the components built for items E and F mentioned above. Such assistance to include:

(1) Provide scripts to simulate production volume of database transactions
(2) Document the performance of up to 10 high complexity forms
(3) Document the performance of up to 10 high complexity reports
(4) Provide a document which details the results of the Performance testing and provides recommendations to optimize performance
(5) Assist LASD in implementing documented recommendations

I. Post production support:

(1) Provide up to twenty (20) consecutive person days of ad hoc post production support immediately following LASD acceptance of the end user data entry screens and end user reports.

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Deliverable	Description / Acceptance Criteria	Estimated Completion in Months After Project Start	Cost
PMP Document	Delivery of a Microsoft Word Document which contains: 1. Project Schedule 2. Communications Plan 3. Issue and Risk Management Plan 4. Definition of Roles and Responsibilities	1 month	$50,000
Requirements Validation Document	Delivery of documentation of the results of the Requirements Validation	1 month	$50,000
Completion of Software installation and configuration	Delivery of installed and configured Oracle Forms and BI Publisher server software on development and production environments and software installation and configuration document.	2 month	$150,000
Database Definition Language scripts	Delivery of data definition language scripts which implement the completed database design and optimization.	3 month	$150,000
Completion of design and creation of enduser data entry screens	Delivery of unit tested end user data entry screens and system design documentation for end user data entry screens deployed to the development environment.	5 months	$150,000
Completion of design and creation of enduser reports	Delivery of unit tested end user reports and system design documentation for end user reports deployed to the development environment.	5 months	$150,000
Performance Benchmarking Report	Delivery of a Microsoft Word document which details the following: 1. Benchmarks for up to 10 Complex Forms 2. Benchmarks for up to 10 Complex Reports 3. Recommendations to optimize performance	6 months	$50,000
Monthly Project Status Reports	Delivery of up to six (6) monthly status reports detailing tasks completed, tasks scheduled, and issue log.	7 months	$50,000
Completion of Testing and Production Support	Delivery of Production Support issue resolution report following completion of testing and production support (Sections 2.G and 2.H)	7 months	$65,849

Deliverable	Description / Acceptance Criteria	Estimated Completion in Months After Project Start	Cost
	Fees Total		$865,849

Table 1: Application Deliverable Timetable

3. Identification of all required County and Contractor resources and staff:

A. County staff:
   (1) LASD Project Manager
   (2) LASD Data Base Administrator
   (3) LASD Testing Team
   (4) Subject Matter Experts (SME) and/or Source System Experts (SSE) from LASD
   (5) Database, Infrastructure, System-specific personnel

B. County resources:
   (1) Server, Network, Database access as required
   (2) Desk, Phone, PC connected to network for each consultant

C. Oracle staff:
   (1) Oracle Project Manager
   (2) Oracle Reports Specialist (2)
   (3) Oracle Forms Specialist
   (4) Oracle Application Server Specialist

4. Detailed project plan:

See Appendix 1.

5. Detailed cost documentation including cost calculation worksheet:

See #2 above for fixed price deliverables pricing.

6. Work Order technical development process:

See #2 above.

7. Acceptance Criteria:

See # 2 above.

8. Initial Acceptance:

Initial Acceptance shall be achieved upon completion, delivery and Acceptance of Services for each Deliverable under the Work Order in accordance with the applicable Acceptance Criteria in #2 above.

Upon completion of each Deliverable, Oracle will submit the Deliverable to LASD for review and acceptance. LASD will provide written comments to Oracle within five (5) business days identifying any non-conforming items. During acceptance testing or review of the deliverables, defects will be classified by the parties as follows:

Category Description

1. Critical: Essential Business Process Affected - Any highly critical system or service outage that results in loss or severe degradation of defined business processes and/or capabilities, and for which there is no workaround acceptable to LASD. (Availability of workaround renders it "moderate").
2. Moderate: Part of an Essential Business Process or Workgroup Affected - Degradation of system or service performance that impacts end user service quality or significantly impairs business process control or operational effectiveness, but for which there is a workaround acceptable to LASD.
3. Minor: Non-Essential Business Process or Workgroup or Individual Affected - Minor degradation of system or service performance that does not have any impact on end user service quality. These are typically cosmetic defects.
4. Doc - Documentation Defect Error or omission in document.

LASD will accept a Deliverable provided that:

1. There are no critical defects and,
2. There is a plan agreed for the resolution of all other defects that fit with the UAT, transition and post-production periods.

Oracle will attempt to address these items as quickly as possible (usually within forty-eight (48) hours) and resubmit Deliverable to LASD for acceptance. Any further comments are limited to those non-conforming items specified in the initial comments. Failure by LASD to provide written comments within three (3) business days will constitute acceptance of the Deliverable.

9. Final Acceptance:

Final Acceptance shall be achieved upon Acceptance of all Deliverables in #2 above.

10. Work Order Warranties:

Standard Warranty per MSA is extended from ninety (90) days to one hundred sixty (160) days.

11. Project Assumptions:

A. It is estimated that there will be 4GB of data for the first year with approximately 10% projected growth per year. There will be approximately 120 concurrent users during peak periods (early morning 0700-0900 and late afternoon 1500-1700 hours).

B. Oracle will implement security access matrix defined in the "Trial Court Funding System – Security Access Matrix" document.

C. Levels of effort (LOE) estimates are based on inputs and demonstrations provided by LASD. The LOE estimate for the end user data entry screens are based on the level of completeness provided by LASD. Any rework by Oracle of any portion of the data entry screens already completed by LASD or effort required by Oracle to bring the end user data entry screens to the level of completeness LASD indicated, is outside the scope of this Work Order. Oracle will promptly notify LASD about such rework to be performed outside the scope of this Work Order. In turn the parties will promptly modify this Work

Order, as specified in Paragraph S, below, to accomplish the rework. In the absence of such prompt modification, Oracle will proceed to accomplish such rework at the Time and Materials Rates as specified in the MSA. Work completed by LASD will not be reworked unless mutually agreed upon or should LASD fail a data entry form under the provisions of Initial Acceptance or Final Acceptance in sections 8 and 9 above. The LOE estimates are also based on the demonstrations of representative levels of complexity for screens and reports. End user data entry screens of complexity level High, Medium, and Low are estimated to required ten (10), five (5) and two (2) days respectively to complete through unit testing. End user reports of complexity level High, Medium, and Low are estimated to required ten (10), five (5) and one (1) day(s) respectively to complete through unit testing.

D. A screen of Low complexity is defined as one which allows the enduser to create, update, insert and deleted records in a table on a single screen tab.

E. A screen of Medium complexity is defined as one which allows the enduser to create, update, insert and deleted records in two (2) tables in a master detail screen layout on a single screen tab.

F. A screen of High complexity is defined as one which allows the enduser to create, update, insert and deleted records in multiple tables and/or on multiple tab and/or does not fit the definitions of Low or Medium.

G. A report of Low complexity is defined as one which presents its results in a simple table format and is based on a single table or view.

H. A report of Medium complexity is defined as one which presents its results in a simple table format and is based on up to two (2) tables or views.

I. A report of High complexity is defined as one which presents its results in advanced layouts and is based on more than two (2) tables or views and/or does not fit the definitions of Low or Medium.

J. Data migration is not required.

K. The work on the project will be performed at LASD facilities and remotely out of the Oracle office in Reston, VA. Oracle will at its sole discretion determine where specific tasks described in this Work Order are best accomplished. Final approval of task location will be provided by LASD. Changes by LASD from the location recommended by Oracle may result in additional labor fees and travel expenses. Oracle will provide an estimate of any cost impacts to LASD based on work location changes in advance of the actual task. LASD will work with Oracle to provide necessary access to their systems, applications, databases and tools through virtual private network ("VPN").

L. Initial plan is for the Forms creation to be conducted onsite at LASD in Norwalk, CA. Software installation and Reports creation will be conducted offsite at a remote Oracle facility. This plan is subject to change as the project progresses.

M. This Work Order assumes that there will be a total of 43 person-trips to LASD. A person-trip is one trip for one person for one week. The Project Manager will produce the travel schedule during the creation of the Project Management Plan. Any increase beyond this amount will require a Change Order to be executed to provide additional funding.

N. Oracle will create all end user interface screens using Oracle Forms and all end user reports using Oracle BI Publisher.

O. Each report created by Oracle in above section 2.F will be accessible from one (1) of the following forms identified in 2.E: # 21 TCF, # 22 CMU or #23 Division Report Panels (forms #21, 22 and 23). Also, Oracle will provide a means to access reports developed by LASD to these forms.

P. The implementation will be performed using the Oracle Unified Method ("OUM") implementation methodology, and Oracle standard documentation format is acceptable for the documentation work products.

Q. Work Product Assumptions:

   a. Document work products will be in Microsoft Word 2003 format or windows format text files.
   b. The contents of document work products (content and sections) will be agreed upon by LASD and Oracle prior to the creation of the deliverable.
   c. Architecture diagram work products will be either as JPEG images or Microsoft Visio 2003 format.
   d. Project Plans will be in Microsoft Project 2003 format.
   e. The Monthly Status Reports deliverable will use a standard OUM template. This template will be reviewed with LASD during the first week of the project.
   f. Walkthrough work products will be conducted by the Oracle Project Manager and Team Lead and address a predefined list of features to be inspected.
   g. Acceptance on document work products will be that all expected sections are present and complete after review.
   h. Acceptance on walkthrough work products will be that all agreed upon features are present.

R. LASD and Oracle will work cooperatively to resolve project issues. Based on the tight timeframe, project issues must be resolved in a timely manner (24 hours for critical issues, 48 hours for less complex issues). Failure to resolve issues in a timely fashion may have an impact on the project schedule.

S. The Oracle Project Manager will provide a weekly status report to LASD.

T. The following turnaround time requirements are required to address the dates defined in the baseline project plan:

Request Type	Turnaround Time
Functional and/or Technical Specifications and Document Reviews (non-final)	2 business days
Specifications and Document Reviews (final)	5 business days
Testing Feedback	Time of issue recognition
Questions / Requests for Information on Systems and Processes	2 business days
Requests for Meetings	2 business days

Note: If these turnaround times are not met, the party posing the question has the right to make a decision that will be documented. A request at any time to alter that decision will be considered out of scope

U. In order to make a change to the Description of Services (scope) in this Work Order, LASD will submit a written request to Oracle specifying the proposed changes in detail. Oracle

will submit to LASD an estimate of the charges and the anticipated changes in the delivery schedule that will result from the proposed change in Services (Change Order). Oracle will continue performing the Services in accordance with the Work Order until the parties agree in writing on the change in scope of work, scheduling, and fees therefore. Any Change Order shall be agreed to by the parties in writing prior to implementation of said Change Order.

V. The report launch mechanism implemented in the TCF Report Panel, CMU Report Panel, Division Report Panel screens will utilize a flexible design that allows the addition of reports to the launch mechanism with no modification of the screens themselves. Ideally, a table driven approach will be utilized such that additional reports can be added by adding a row in the underlying table(s). The launch of a report will not require the user to authenticate again if already authenticated for the forms session. Any authentication required to launch the report will be transparent to the user.

12. <u>LASD Obligations:</u>

A. LASD is responsible for all System testing, User Acceptance testing, and Performance/Stress testing (with limited general support from Oracle as described in the scope section G. of this document) including (but not limited to):

a. Development of test scripts/scenarios
b. Providing test data
c. Execution of test scripts/scenarios
d. Review of test results and certifying the components are ready to be moved into Production

B. LASD will provide a detailed requirements document which includes the requirements for each form and report prior to the commencement of the project for validation of the estimate.

C. Provide database administration, web server, application server, and system administration support.

D. Maintain the properly configured hardware/operating system platform to support the services.

E. Obtain licenses under separate contract for any necessary Oracle programs before the commencement of services.

F. Maintain annual technical support for the Oracle programs under separate contract throughout the term of the services.

G. Provide Oracle with full access to the relevant functional, technical and business resources with adequate skills and knowledge to support the performance of services.

H. Establish and maintain VPN connectivity to your systems prior to Oracle's remote resources performing services under this exhibit. You will ensure your VPN connection is in working order for the duration of the services and are responsible for any equipment, labor and/or services necessary to set-up and maintain Internet connectivity at your location(s).

I. Perform all necessary back up and emergency recovery procedures.

J. Provide timely provision of and access to office accommodations, facilities, equipment, assistance, cooperation, complete and accurate information and data from your officers, agents, and employees, and suitably configured computer products.

K. Maintain your infrastructure for development, test, training, and production environments throughout the duration of the project, including system administration for all of your databases, middle tier, and applications.

L. Provide at least 24x5 access for network and VPN connections to your systems to ensure there is no related cause for delay. The times required by LASD for maintenance activities will be provided to Oracle in advance to ensure that project delays are minimized.

M. Ensure that your network and systems comply with specifications that Oracle provides, and that all components of your Oracle software environment are accessible through the VPN. Oracle is not responsible for network connections or for issues, problems or conditions, such as bandwidth, excessive latency, network outages, and/or any other condition this is caused by an Internet Service Provider or the network connection.

N. Obtain any consent required for Oracle to perform services under this Work Order.

O. If while performing services, Oracle requires access to other vendor's products that are part of your system you are responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.

P. Provide Oracle access to data structures, documentation, applications, databases and appropriate staff in order to review the current data environment.

Q. Provide a notice of minimum of two (2) weeks before change in project schedule.

R. Responsible for compliance of the system and its environments with your security guidelines, and all governmental regulations.

S. Provide an escalation process for management of the project.

T. Provide all known requirements prior to Oracle beginning the engagement.

U. Provide a single point of contact for interaction with Oracle project management regarding day-to-day functions.

V. Respond to identified gaps in requirements and specifications with either approved information or assumptions for Oracle to use in place of approved requirements within two (2) business days.

W. Inform all of your resources associated with the project of the urgency of solidifying requirements and responding to requests for information from Oracle.

X. LASD will handle capacity planning and database sizing.

Y. LASD will designate an executive sponsor who will be available to discuss the project, make timely decisions on your behalf on all issues and coordinate the services with your other projects. The Executive Sponsor will be able to act on LASD behalf on all issues, and will be responsible for the project from LASD perspective.

Z. LASD will designate a project manager to assist with daily project management responsibilities and expedite project decisions, escalate issues, risks, problems and questions to the designated executive sponsor, provide access to key personnel as required, provide visibility to LASD project team concerning the project's progress and issues, and ensure management commitment to the implementation.

AA. LASD will establish a Management Steering Committee to meet not less than monthly and at major points in the project to review progress and resolve issues. The LASD Executive Sponsor and IS Senior Sponsor will be members of the Management Steering Committee. Oracle will be represented at all Management Steering Committee meetings.

BB. Own/manage transition into Production, Production, Post-Production support and troubleshooting activities.

WORK ORDER SUBMISSION FORM

Agreement	This Work Order (WO) incorporates by reference the terms of the Master Services Agreement (MSA) between Oracle USA, Inc. and the County of Los Angeles dated February 20, 2007
Department	Los Angeles County Sheriff
Department Project Manager	TBD
Date	February 9, 2010

☐ Enterprise Architecture Services
☐ Data Security/Protected Enterprise
☐ Middleware Architecture Services
☐ Business Integration Services
☒ Software Engineering Services
☐ Data Warehousing Services

☐ Other

☐ HIPAA-Related Work Order (as defined herein)

☒ Not a HIPAA-Related Work Order (as defined herein)

☐ Limit of Liability changed to [ ] times fees paid on Work Order

☐ Federal Funds Project

WORK ORDER MANAGEMENT SUMMARY AND BUSINESS OBJECTIVE

The purpose of this work is to provide software engineering services for the support, maintenance and enhancement of the Trial Courts Funding application.

WORK ORDER PROJECT DEFINITION

This project will address the following:

1. Software Engineering Services for the enhancement and maintenance of the Trial Court Funding application including the following:
    a. Create and maintain Oracle BI Publisher Reports
    b. Create and maintain Oracle Forms
    c. Create enhancements to the Trial Court Funding application utilizing Oracle technology

WORK ORDER STATEMENT OF SERVICES

Attached.

WORK ORDER PAYMENT SCHEDULE (FP) or LABOR RATES AND ESTIMATED EXPENSES (T&M)

This is a fixed price (FP) engagement. Total Fees for the services detailed in this Work Order are estimated to be five hundred thirty-nine thousand two hundred fifty-four dollars ($569,254.00).

Fixed Price Fees for deliverables included in the attached Work Order Statement of Services total ($524,254.00).

Expenses related to the providing of the services and deliverables are estimated to be, in the aggregate, an additional fifteen thousand dollars ($15,000) annually for an estimated five (5) trips per year. Such expenses will be invoiced monthly as they are incurred. This estimate does not include taxes.

The Hardware VPN Device will be available to Oracle throughout this exhibit.

WORK ORDER ACCEPTANCE DEFINITION (FP ONLY)

See attached Statement of Services

Work Order Approval	Signature	Date
Work Order Number Assigned		
County's Project Manager		
Department Project Manager		
Contractor		

ATTACHMENTS: Statement of Services

ATTACHMENT

WORK ORDER STATEMENT OF SERVICES (SOS)

1. Application systems design documentation:

   N/A

2. Detailed description of tasks subtasks, milestones and deliverables:

   A. Software Engineering Services for the enhancement and maintenance of the Trial Court Funding application including the following:
      a. Create and maintain Oracle BI Publisher Reports
      b. Create and maintain Oracle Forms
      c. Create enhancements to the Trial Court Funding application utilizing Oracle technology

Monthly status reports. Oracle will prepare and deliver monthly status reports, generally by the 15th of each month. The status report will include a list of items completed during the previous period, planned items for the next period, outline any issues that need to be addressed and the hours expended on each task.

For the initial Base Period Oracle will provide a level of effort (LOE) not to exceed 1,536 hours of consulting services over the identified twelve (12) month period to assist LASD with the enhancement and maintenance of the Trial Court Funding application. For the initial Base Period Oracle will bill LASD for twelve (12) payments as described below. Invoicing will occur on a monthly basis. Oracle will become entitled to each monthly payment upon submission of a Monthly Status report.

For the initial Base Period you agree to pay Oracle a fee of one hundred seventy-four thousand seven hundred fifty-one dollars and 33 cents ($174,751.33) for the services and deliverables described in this exhibit for base year in twelve (12) installments as set out below. Upon each Due Date, the corresponding Payment Amount specified below becomes due and payable and Oracle shall thereafter invoice, and you shall pay, such Fee, and such payment obligation shall become non-cancelable and the sum paid nonrefundable.

Deliverable(s)	Estimated Due Date	Up To Days Delivered	Payment Amount
Status Report #1	10/15/2010	21	$ 19,404.00
Status Report #2	11/15/2010	21	$ 19,404.00
Status Report #3	12/15/2010	21	$ 19,404.00
Status Report #4	1/15/2011	17	$ 15,452.00
Status Report #5	2/15/2011	17	$ 15,452.00
Status Report #6	3/15/2011	17	$ 15,452.00

Status Report #7	4/15/2011	13	$ 11,700.00
Status Report #8	5/15/2011	13	$ 11,700.00
Status Report #9	6/15/2011	13	$ 11,700.00
Status Report #10	7/15/2011	13	$ 11,700.00
Status Report #11	8/15/2011	13	$ 11,700.00
Status Report #12	9/15/2011	13	$11,683.33
Total Fixed Fee			**$174,751.33**

The services specified in Section 1 above are provided to assist you with up to 1,536 hours of annual consulting services. Eighty-four (84) hours of project management time are included within the 1,536 hours.

Period	Period of Performance	Labor Cost
Base Year	9/1/2010 – 8/31/2011	$174,751.33
Option Year 1*	9/1//2011 – 8/31/2012	$174,751.33
Option Year 2*	9/1/2012 – 8/31/2013	$174,751.34
	TOTAL	$524,254.00

Note (*): *Upon mutual interest to exercise an Option Year, the estimated cost or hours may be adjusted based on Oracle's standard price list at the time of exercise. These changes will be mutually agreed in writing by both parties prior to start date of Option Period.*

Included in this exhibit is the option to extend the annual level of effort for two option years. You acknowledge and agree that your payment of fees for services is not conditioned upon acceptance and/or completion of any specific deliverables and that payment for services will be made according to Section 4 of this document.

3. Identification of all required County and Contractor resources and staff:

County staff:

- LASD Project Manager
- LASD Executive Sponsor (part-time)
- Subject Matter Experts (SME) from LASD
- Database, Infrastructure, System-specific personnel (as required)

County resources:

- Server, Network, Database access as required
- Desk, Phone, PC connected to network for each consultant

Oracle staff:

- Oracle Project Manager (part-time)
- Oracle Portal Architect/Developer

4. Detailed project plan:

See attached project workplan.

5. Detailed cost documentation including cost calculation worksheet:

See #2 above for fixed price deliverables pricing.

6. Work Order technical development process:

See #2 above.

7. Acceptance Criteria:

See # 2 above.

8. Initial Acceptance:
Initial Acceptance shall be achieved upon completion, delivery and Acceptance of Services for each Deliverable under the Work Order in accordance with the applicable Acceptance Criteria in #2 above.

Upon completion of each Deliverable, Oracle will submit the Deliverable to LASD for review and acceptance. LASD will provide written comments to Oracle within 5 business days identifying any non-conforming items. Oracle will address these items and resubmit Deliverable to LASD for acceptance. Any further comments are limited to those non-conforming items specified in the initial comments. Failure by LASD to provide written comments within 5 days will constitute acceptance of the Deliverable.

9. Final Acceptance:
Final Acceptance shall be achieved upon Acceptance of all Deliverables in #2 above.

10. Work Order Warranties:

Any additional, nonstandard warranty for this particular Work Order shall be stated here:

N/A

11. Project Assumptions:

1. The work will be performed remotely within the United States or at your facility located in Los Angeles, CA.
2. Any trips in excess of the five (5) provided in this estimate will require Change Control to increase expense funding.
3. A person day is defined as one (1) person working for up to eight (8) hours.
4. The technologies for the custom application are BI Publisher and Oracle Forms.
5. Third party applications are out of scope.
6. Consulting services specified in Section 2.A of this document will be a priority of Oracle unless otherwise directed in writing by LASD.