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

LEROY D. BACA, SHERIFF

A Tradition of Service

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

41 February 21, 2012

SACHI A. HAMAI
EXECUTIVE OFFICER

February 21, 2012

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

Dear Supervisors:

**MASTER SERVICES AGREEMENT (77037) GLOBAL 360/DEPARTMENTAL WORK ORDER 06-007 SHERIFF'S ELECTRONIC CRIMINAL DOCUMENTS ARCHIVE (SECDA) SYSTEM (ALL DISTRICTS) (3 VOTES)**

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

## SUBJECT

This Board letter requests approval of an Amendment to Work Order 06-007 (Work Order) with Global 360 (Global) in the amount of $44,000. The extension will support the completion and implementation of the Sheriff's Electronic Criminal Documents Archive (SECDA) system and allow for Los Angeles County (County) Sheriff's Department (Department) wide access to the booking and incident report documents.

## IT IS RECOMMENDED THAT YOUR BOARD:

Approve and instruct the Chief Information Officer (CIO) to sign the amendment to the Work Order with Global to complete the SECDA project for implementation. The proposed amendment increases the Work Order amount to $339,000.

## PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The SECDA project requires a total of 250 additional hours, $44,000, to complete the digital archival system, which stores newly converted booking and incident report documents by the imaging

services vendor and to convert existing images and indices. If the Amendment is not approved, the SECDA system development will remain incomplete. The current system has functionality limitations and access to these records has become problematic.

**Implementation of Strategic Plan Goals**

The services provided under the Work Order support the County's Strategic Plan Goal 5, Public Safety, enabling the Department to provide an improved level of services to the public, justice agencies, and other authorized agencies seeking access to the Department's booking and incident report documents.

## FISCAL IMPACT/FINANCING

The consultant's hourly rate will remain the same. The additional fund of $44,000, combined with the prior amount of $295,000, creates a new total maximum amount of $339,000 and is included in the Department's Fiscal Year 2011-12 Budget. No new net County costs are being requested for this extension.

## FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Department is currently engaging in the replacement of its current document imaging system, which uses the proprietary application Visiflow by Exigen. The replacement system, SECDA, will allow for scanning, indexing, and retrieving archived digital booking and incident report documents in a non-proprietary format. Global was selected to develop the SECDA application using their Case 360 product, which provides more functionality and conforms to standards used by other justice agencies. The SECDA Master Services Agreement (MSA) Work Order was implemented in November 2010. The project experienced unanticipated delays from the Chief Executive Office's imposed moratorium on hardware purchases and the implementation of AB 109 on the delivery and installation of hardware equipment. There were also issues relating to the external interfaces and issues with granting access to the development environment requiring a need for additional hours. From the current work order, 150 hours of the contingency fund is required, as well as the need for an additional 100 hours for the completion of the project. This project also encountered a need for an additional 150 hours for the development of new functionality to the local document scanning component, which would allow for the importing of previously scanned documents. The total additional 250 hours needed to address the unanticipated events and modified requirements will result in the project's overall cost to be $339,000. The CIO recommends approval of this amendment (CIO Analysis attached). This letter has been reviewed by County Counsel.

## CONTRACTING PROCESS

The SECDA project is using the CIO's Master Services Agreement 77037 with Global. The Work Order was implemented in November 2010 for an amount of $295,000. This Work Order is being amended to increase the overall amount by $44,000 to bring the total new amount to $339,000.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

If hours are not provided, the SECDA project development will remain incomplete and access to the incident report and booking document records will be impacted due to the current system's functionality limitations.

**CONCLUSION**

Upon approval by your Board, please return adopted copies of this Board letter and the Amendment to the Department's Records and Identification Bureau.

Sincerely,

LEROY D. BACA
Sheriff

LDB:DB:GS:llr

Enclosures

# LA County Sheriff Electronic Criminal Documents Archive (SECDA) Change Order Authorization

**Change Order for Global 360/Department Work Order: 06-007, under Los Angeles County Master Services Agreement 77037**

Global 360 Professional Services

November 13th, 2011
(revised 2012-01—5)

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# 1 Introduction

This Change Order Authorization is for additional hours and budget for the Sheriff Electronic Criminal Documents Archive System (SECDA), currently in progress under "Global 360/Departmental Work Order: 06-007". This work is being done under the MSA: "Los Angeles County Master Services Agreement 77037".

# 2 Overview

Global 360 Professional Services (PS) and the Los Angeles County Sheriff Department (LASD) are currently in development of an application based on the Global 360 Case 360 product to manage the scanning, indexing, retrieving, and archiving of booking and incident report documents. This system is the Secure Electronic Criminal Document Archive (SECDA). Additional hours and budget are requested due for two changes to the original plan: 1) additional effort has been expended for workarounds to accommodate environment and technology delays on the project, and 2) LASD would like to expand the project to handle the import of documents previously scanned by some stations. This change order proposal addresses both of these updates.

Case360 licenses are licensed to ISAB through an enterprise software license. This proposal is for the professional services required to build an application on top of the Case360 system platform.

# 3 Change Order Components

## *3.1 Tasks Impacted by System Delays*

The installation of the development environment at the LASD facilities for the SECDA project took approximately 100 hours longer than planned, due to delays surrounding the hardware delivery, software configuration, system access for the developers, and performance problems with the interfaces to existing LASD systems (specifically LARCIS and HAJIS) as detailed below. This has been reviewed with and agreed to LASD. This impacted several development tasks including those related to the Active Directory integration and database queries as re-work was required when the system was finally in place. This change order restores those hours to the project.

These delays are detailed here:

- Delays due to failure to deliver Development environment in a timely manner:
  - Necessitated offline development and merge of separate development efforts.
- Delays due to issues accessing the LASD network:
  - Resolving LASD network access issues through VPN
  - Permissions issues on the development servers and workstations.
- Delays due to failure to deliver external interfaces in a timely manner and without Global360 support:
  - Active Directory – delays that necessitated workarounds
  - LARCIS views – delays, design and performance problems
  - HAJIS views – delays, design and performance problems.
- Delays due to the lack of reasonable access granted to the Development environment:
  - The developers were not provided the ability to perform standard actions required to facilitate development within a development environment.

## *3.2 Existing Station-Scanned Document Import Functionality*

While the majority of document capture into SECDA will utilize a third party scanning service, a provision was made in the design for low volume scanning within LASD facilities. Since development has commenced, LASD has become aware of the existence of stores of locally scanned documents at some LASD stations. This change order extends the low volume scan functionality to handle the import of existing documents scanned at these stations.

In the absence of a central standard for LASD station-based scanning, each station created their own file naming conventions. These are documented in the table below. The SECDA "dropbox" capture package and indexing process will be extended to accept PDF files named using the formats in the table and index them accordingly.

Note that:

1. Existing station scanned documents will not automatically be converted from their existing format to TIF. Therefore the end user must have a PDF viewer to view them.
2. If the filename of a station scanned document cannot be parsed to reference a valid URN, the document will be sent to a manual index queue. If a valid station ID can be parsed from the filename, the document will appear in a station-specific manual index queue.
3. Global 360 will create the functionality for this import; the actual loading of documents into the appropriate file system directory is the responsibility of LASD.
4. Only Incident Report Packages (IRP) can be imported using this module. Booking Packages (BP) must be scanned through the SECDA process that utilizes the third party scanning service.

The list of file naming conventions that will be implemented for this module is in this table:

| STATION | FORMAT | TYPE OF SCANNER | CURRENT NAMING CONVENTION | CURRENT INDEXING OF REPORTS | COMMENTS |
|---|---|---|---|---|---|
| SOUTH<br>LOS ANGELES | TIF | All in one | truncated urn#<br>year-sequential-RD prefix<br>11-12345-03 | N/A | SLA is currently in the process of setting up scanning. Index unk. |
| TRANSIT SERVICES<br>BUREAU | PDF | All in one | sequential-RD-stat<br>04457-6064-279 | abbreviated names...49, TC, 180, SUPP1 04457-6064-279_**SUPP2** | N/A |

| | | | | | |
|---|---|---|---|---|---|
| LANCASTER | PDF | All in one/stand-alone | year-sequential-RD-stat-(retention) 11-12345-1100-053(9) | abbreviated names & stat<br>11-12345-1100-053(9)**STLN-091** | N/A |
| LAKEWOOD | PDF | All in one w/E-copy | year-sequential-RD-stat-retention<br>11-12345-1365-735-9 | assigned numbers: 49 (reports) 18 (veh)<br>11-12345-1365-735-9_**18** | N/A |
| LOMITA | PDF | All in one | year-sequential-RD-stat<br>11-12345-1700-146 | abbreviated name.. CHP180, SUPP1 etc.<br>11-12345-1700-146 **SUPP2** | N/A |
| AVALON | PDF | All in one | retention-year-sequential-RD-stat<br>911-12345-1810-442 | Only SUPPs are named - numerical order 001, 002, 003<br>911-12345-1810-442-**001** | Avalon was using TIFF, but TIFF did not work for them, RIB was notified. |
| CENTURY | PDF | stand-alone | sequential-RD-stat-retention year 12345-2100-442-011 | By name…Incident Report, SUPP1<br>12345-2100-442-011-**SUPP1** | N/A |
| SANTA CLARITA | TIF | All in one w/E-copy | year-sequential-stat prefix<br>11-12345-06 | abbreviated names…49IC, 49Supp<br>11-12345-06-**49IC** | Santa Clarita was told to use TIF. |
| | | All in one | year-sequential-stat | abbreviated names & | |

| | | | | | |
|---|---|---|---|---|---|
| PALMDALE | PDF | w/E-copy | prefix-(reten)<br><br>11-12345-26(0) | stat: 49IC, STLN<br><br>11-12345-26(0)**49IC** | N/A |

# 4 Personas

This change order does not affect the Personas described in the original document

# 5 System Architecture

This change order does not affect the System Architecture.

# 6 Hardware Required

This change order does require any additions or changes to SECDA hardware.

# 7 Services

Global 360 services provided through this Change Order Authorization include:

1. Design the updates described above to the SECDA System.
2. Implement the changes described above to the SECDA system.
3. Add the changes described above to the existing SECDA application deployment files.

# 8 Tasks

The primary tasks involved with this Change Order and estimated hours to complete them are listed below.

| Component | Task | Hours | Cost |
|---|---|---|---|
| Tasks Impacted by System Delays | | 100 | $17,500 |
| | | | |
| Existing Station-Scanned Document Import Functionality | | | |
| | Create capture package script to parse filename and update document index fields for first station format | 24 | $4,200 |
| | Update dropbox process to add document to existing casefolder | 20 | $3,500 |
| | Update dropbox process manual index queue to allow selection by station | 10 | $1,750 |
| | Create capture package for subsequent | 96 | $16,800 |

| | | | |
|---|---|---|---|
| | stations - 8 stations at 12 hours each | | |
| | | --- | --- |
| | Total | 250 | $43,750 |

# 9 Deliverables

The deliverables for this project are as follows.

1. Tasks Impacted by System Delays
    a. There are no new deliverables for this component of the change order. Please refer to the original SECDA proposal for a list of deliverables.
2. Existing Station-Scanned Document Import Functionality
    a. Capture Package Input and Output Descriptors for the formats listed above
    b. Updates to Dropbox Process for automated indexing based on fields parsed from document filename.

# 10 Time Frame

The tasks for this change request will be added to the existing SECDA project plan and will add approximately 6 weeks to the completion date.

# 11 Key Clarifications

This estimate was based on the following assumptions:

1. As a general design guideline, the project will use as much Case360 standard functionality as possible.
2. Estimates are based on standard working hours from 8 a.m. to 6 p.m. Monday through Friday customer local time zone excluding holidays.
3. All hardware will be provided by LA County.
4. All infrastructure hardware and software components will be set up by LA County. If the County is unable to provide this support, cost and timeline may be impacted.
5. Reports are generated as standard Case360 reports through the browser interface. If a reporting tool such as Crystal Reports is desired, this expertise will be provided by LASD staff.
6. The tasks in this change order are not expected to add travel expenses that would exceed the estimate in the original work order, so no travel expenses are included in this change order. Note that actual travel expenses will be billed to LA County per the original work order.

7. The Case360 software is already licensed to LA County through an enterprise license agreement with ISAB. Software maintenance is also paid for by ISAB. This change order does not affect those arrangements.

# 12 Cost Estimate

The estimated costs associated with this project are $43,750 plus travel expenses (as estimated in the original work order). An hourly rate of $175 will be charged for all standard business hours.

This Proposal is valid for ninety (90) days from date of submission.

Office of the CIO

# CIO Analysis

| NUMBER: | DATE: |
|---|---|
| **CA 12-01** | 2/9/2012 |

SUBJECT:

## Amendment 1 to Work Order 06-007 Sheriff's Electronic Criminal Documents Archive System

RECOMMENDATION:

☒ Approve ☐ Approve with modification ☐ Disapprove

CONTRACT TYPE:

☐ New contract
☐ Amendment to Contract #:
☐ Sole Source
☒ Other: Amendment 1 to Work Order 06-007 under Global 360 Master Services Agreement (77037)

CONTRACT COMPONENTS:

☐ Software
☐ Telecommunications
☐ Hardware
☒ Professional Services

SUMMARY:

Department executive sponsor: David Betkey, Chief, Technical Services Division

Description: Amendment to increase an existing Work Order amount by $44,000 to accommodate scope changes and unanticipated schedule delays to implement the Sheriff's Electronic Criminal Documents Archive (SECDA) system.

Contract amount: **$339,000**

Funding source: Department's FY 2011-12 Budget

☐ Legislative or regulatory mandate

☐ Subvened/Grant funded:

***Strategic and business analysis***

PROJECT GOALS AND OBJECTIVES:

The Sheriff's Department currently has a document imaging system called the Sheriff Integrated Records Retrieval and Assembly System (SIRRAS). The system is used to scan, index, and retrieve archived booking and incident report documents. The Sheriff is replacing SIRRAS with the new SECDA system that will provide more functionality and conform to ISAB and County standards. This amendment will increase the Work Order amount by $44,000 to a total of $339,000 to accommodate scope changes and unanticipated schedule delays. Board approval of this amendment is required since the total contract amount exceeds $300,000.

BUSINESS DRIVERS:

When fully implemented, SECDA will include document management and workflow capabilities for all Sheriff's booking and incident reports.

| | |
|---|---|
| | PROJECT ORGANIZATION:<br>The project is managed by Guninder Singh, Assistant Director of Sheriff's Records Information Bureau. |
| | PERFORMANCE METRICS:<br>Thirteen deliverables have been defined with corresponding estimated levels of effort. A detailed project plan has also been developed to manage completion of the deliverables. |
| | STRATEGIC AND BUSINESS ALIGNMENT:<br>Case360 is the de facto standard established by the Information Systems Advisory Body (ISAB) to facilitate document/case management and exchange within the County's justice community. |
| | PROJECT APPROACH:<br>SECDA is an implementation of Case360, a commercially-of-the-shelf product in support of Record Information Bureaus management of Sheriff's booking and incident reports. It includes custom interfaces to the Jail Information Management System (JIMS) and Los Angeles Regional Crime Information System (LARCIS). |
| | ALTERNATIVES ANALYZED:<br>No alternatives were considered since Case360 is the de facto standard for the County's justice community. |
| ***Technical analysis*** | ANALYSIS OF PROPOSED IT SOLUTION:<br>Case360 is the case/document management and exchange platform for the County's justice departments. Migrating the management of Sheriff's booking and incident reports will facilitate the secure exchange of these documents among the justice departments and the court system. |
| ***Financial analysis*** | BUDGET:<br>Contract costs<br>Services ..... $ 339,000<br>**Sub-total Contract Costs:** **$** 339,000<br><br>County costs:<br>One-time costs:<br>Hardware ..... $ 683,560<br>Software..... $ N/A*<br>**Sub-total one-time County costs:** **$** 683,560<br>Ongoing annual costs:<br>Hardware ..... $ 116,200<br>Software..... $ N/A*<br>County staff (existing)..... $ 250,000<br>**Sub-total ongoing County costs:** **$** 366,200<br><br>**Total one-time costs:** **$** 1,022,560<br>**Total ongoing annual costs:** **$** 366,200<br>* Software licensing and maintenance costs for Case360 are paid by ISAB. |

| | |
|---|---|
| ***Risk analysis*** | RISK MITIGATION:<br>1. Deliverables are well defined with estimated levels of effort identified for each deliverable.<br>2. All hardware and software are in place and Sheriff's team does not anticipate further delays.<br>3. Designs for system interfaces and customizations are completed and the Sheriff's team does not anticipate any further scope changes.<br>The Chief Information Security Officer (CISO) has reviewed the proposed Amendment and did not identify any security risks or issues. |
| ***CIO Approval*** | PREPARED BY:<br>Peter Loo — 2/8/2012<br>Name, Sr. Associate CIO — Date |
| | APPROVED:<br>Richard Sanchez — 2/9/12<br>Richard Sanchez, County CIO — Date |

Please contact the Office of the CIO (213.253.5600 or info@cio.lacounty.gov) for questions concerning this CIO Analysis.