



County of Los Angeles CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER

SACHI A. HAMAI
Chief Executive Officer

DATE: June 20, 2019
TIME: 1:00 p.m. – 2:30 p.m.
LOCATION: Kenneth Hahn Hall of Administration, Room 830

AGENDA

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.
Two (2) minutes are allowed for each item.

1. **Call to order – Mark Baucum/Gevork Simdjian**
2. **Public Comment**
(2 minutes each speaker)
3. **INFORMATIONAL ITEM(S):**
(5 minutes)
 - A) Board Memo:
ADVANCE NOTIFICATION FOR MIDEO SYSTEMS – FORENSIC IMAGING EQUIPMENT FOR SHERIFF
LASD – Micah Anozie, Assistant Director
CIO – William Kehoe, Chief Information Officer or designee
 - B) Board Memo:
ADVANCE NOTIFICATION FOR CIVIL SERVICE IMPLEMENTATION WITH TYLER TECH
LASD – Angelo Faiella, Administrative Services Manager III
CIO – William Kehoe, Chief Information Officer or designee
 - C) Board Letter:
APPROVE THE IMMEDIATE APPOINTMENT OF A COUNTY RETIREE AS A 120-DAY TEMPORARY EMPLOYEE AND WAIVE THE 180-DAY WAITING PERIOD
RR/CC – Rita Figueroa, Assistant Registrar-Recorder/County Clerk
4. **PRESENTATION/DISCUSSION ITEMS:**
 - A) SEMI-ANNUAL UPDATE ON SHERIFF'S IT SYSTEMS, INCLUDING INTEGRATED JAIL INFORMATION SYSTEM AND CAD (30 minutes)
LASD – Alex Villanueva, Sheriff or designee
CIO – William Kehoe, Chief Information Officer or designee

5. **Adjournment**

FUTURE AGENDA TOPICS

CALENDAR LOOKAHEAD:

(5 minutes)

- A. Board Letter:
COUNTYWIDE CLASSIFICATION ACTIONS TO IMPLEMENT THE JULY 16, 2019 GENERAL RECLASS BOARD LETTER
CEO – Irish Wong, Analyst

- B. Board Letter:
APPROVE A PROPOSED SEVEN-YEAR LEASE AMENDMENT FOR CONTINUED USE OF OFFICE SPACE AT SOUTH GATE (DPSS)
CEO/RE/DPSS – Michael Navarro, Chief Program Specialist

- C. Board Letter:
ADOPT AND IMPLEMENT THE MAXIMUM CONTRACTING AUTHORITY SET FORTH IN SECTION 25502.5 OF THE CALIFORNIA GOVERNMENT CODE
ISD – Gerald Plummer, Purchasing Division Manager

- D. Board Letter:
ON-CALL MASTER PLAN AND STRATEGIC FACILITIES PLANNING SERVICES AWARD CONSULTANT SERVICES AGREEMENT
CEO/AM – Kelly Quinn, CEO Manager

**ADVANCE NOTIFICATION OF INTENT TO ENTER INTO NEGOTIATIONS FOR
A SOLE SOURCE AMENDMENT - FACT SHEET
OPERATIONS CLUSTER**

OPS CLUSTER AGENDA REVIEW DATE	June 20, 2019	
CAR MEETING	June 26, 2019	
SUPERVISORIAL DISTRICT AFFECTED	All	
DEPARTMENT	Sheriff	
SUBJECT	Advance Notification of Intent to Enter into Negotiations for a Sole Source Amendment to extend Agreement Number 77870 with Mideo Systems, Inc. (Mideo)	
PROGRAM	Maintenance and support services for the Department's Mideo Forensic Imaging System. The Department's Mideo Forensic Imaging System is comprised of Mideo equipment and Mideo case image management software and is a critical part of the Department's Scientific Services Bureau (SSB).	
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	If Yes, please explain why: On November 20, 2012, the Board approved the Sole Source Agreement with Mideo. Mideo is the sole provider of support and maintenance services for all Mideo equipment in the United States. Mideo does not contract with, authorize, or certify any third party to provide support and maintenance to their proprietary Forensic Imaging System.	
DEADLINES/ TIME CONSTRAINTS	Current Sole Source Agreement expires on November 28, 2019.	
COST & FUNDING	Total cost estimate: \$1,120,000	Funding source: Funded required to provide these services will be allocated annually from the Department's operating budget.
	TERMS (if applicable): The Amendment will extend the Term of the Agreement for three years, from November 29, 2019, through and including November 28, 2022, plus four one-year option periods through November 29, 2026.	
	Explanation:	
PURPOSE OF REQUEST	Approval of this action will ensure that there is a continuation of maintenance and support services of the Mideo Forensic Imaging System which is critical to the operational integrity of the Department's Crime Lab and its ability to accurately capture and catalog digital forensic evidence images.	
BACKGROUND (include internal/external issues that may exist)	<ul style="list-style-type: none"> • Since 1997, the Department's SSB Crime Lab has utilized proprietary Mideo forensic imaging equipment and Mideo's case image software to capture images of various types of evidence. • The Department's SSB operates one of the largest full service crime laboratories in the United States, and has been accredited since 1989. • The Crime Lab provides forensic science support to all law enforcement agencies in LA County – with the exception of the Los Angeles Police Department. 	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Micah Anozie, Assistant Director, (323) 260-8511, MIAnozie@lasd.org • Irma Santana, Manager, (213) 229-3264, ISantan@lasd.org 	

DATE:

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:

**ADVANCE NOTIFICATION OF INTENT TO ENTER INTO NEGOTIATIONS
FOR A SOLE SOURCE AMENDMENT TO EXTEND AGREEMENT NUMBER 77870
WITH MIDEO SYSTEMS, INC. TO PROVIDE CONTINUED FORENSIC IMAGING
EQUIPMENT MAINTENANCE AND SUPPORT SERVICES**

SUBJECT

This letter provides advance notification to the Board that the Los Angeles County (County) Sheriff's Department (Department) intends to enter into negotiations for a Sole Source Amendment (Amendment) to **Sole Source Maintenance Agreement** Number 77870 (Agreement) with Mideo Systems, Inc. (Mideo). The Amendment will extend the Agreement for three additional years, plus four one-year option terms, and provide continued maintenance and support services (Services) for the Department's Mideo Forensic Imaging System. The proposed Amendment will add an estimated \$1,120,000 to the maximum contract sum.

PURPOSE

The Department's Mideo Forensic Imaging System is comprised of Mideo equipment and Mideo case image management software and is a critical part of the Department's Scientific Services Bureau (SSB).

The current Agreement expires on November 28, 2019. This Amendment will extend the Term of the Agreement for three years, plus four one-year option periods. The continuation of these Services is critical to the operational integrity of the Department's

The Honorable Board of Supervisors

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Crime Laboratory (Crime Lab) and its ability to accurately capture and catalog digital forensic evidence images.

BACKGROUND

The Department's SSB operates one of the largest full service crime laboratories in the United States. The Crime Lab provides forensic science support to all law enforcement agencies in Los Angeles County, with the exception of the Los Angeles Police Department. Approximately one-half of the nearly 60,000 cases submitted annually to the Crime Lab are from Department investigators, while the remainder come from local, State and Federal police agencies. Since 1989, the Department's Crime Lab has been accredited by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB), which has since merged with the American National Standards Institute National Accreditation Board, ANAB.

Since 1997, the Department's SSB Crime Lab has utilized proprietary Mideo forensic imaging equipment and Mideo's case image management software to capture images of various types of evidence. All evidence images have been incorporated into Mideo's case image management software, where they are protected and stored.

The **current Sole Source Maintenance** Agreement was entered into by and between the County and Mideo on November 20, 2012. Having exercised all existing option terms, the Agreement will expire on November 28, 2019. The Amendment will extend the Term of the Agreement for three additional years, plus four one-year option terms, through November 29, 2026.

FISCAL IMPACT/FINANCING

The projected cost for the proposed extension term (of three years, plus four one-year option terms) is estimated at \$1,120,000. Funding required to provide these services will be allocated annually from the Department's operating budget.

SOLE SOURCE JUSTIFICATION

In order to ensure that the Department's Mideo Forensic Imaging System continues to operate efficiently and effectively, it must be regularly maintained and repaired within a reasonable time when problems are detected.

Preventive maintenance, major repairs, and the servicing of specialized components for the proprietary Mideo imaging equipment, as well as maintenance and support of Mideo's case image management software, must be performed by Mideo. The Services

The Honorable Board of Supervisors

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are critical to the operational integrity of the Department's SSB and its ability to accurately capture and catalog digital forensic evidence images.

Mideo is the sole provider of support and maintenance services for all Mideo Equipment in the United States. Mideo does not contract with, authorize, or otherwise certify any third party to provide support and maintenance to their proprietary forensic imaging systems; therefore, support and maintenance is not available from any other source. The Chief Information Office has reviewed the Department's Sole Source justification and concurs with this approach.

CONCLUSION

Pursuant to Board policy, the Department will proceed with Sole Source negotiations in four weeks, unless otherwise instructed by the Board.

Should you have any questions, please contact Assistant Director Dave Culver, Fiscal Administration Bureau, at (213) 229-3260.

Sincerely,

ALEX VILLANUEVA, SHERIFF

TIMOTHY K. MURAKAMI
UNDERSHERIFF

The Honorable Board of Supervisors

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AV:CL:cl

(Fiscal Administration Bureau - Contracts Unit)

c: Board of Supervisors, Justice Deputies
Celia Zavala, Executive Officer, Board of Supervisors
Sachi A. Hamai, Chief Executive Officer
Sheila Williams, Senior Manager, Chief Executive Office (CEO)
Rene Phillips, Manager, CEO
Jocelyn Ventilacion, Principal Analyst, CEO
Anna Petrosyan, Analyst, CEO
Mary C. Wickham, County Counsel
Michele Jackson, Principal Deputy County Counsel
Elizabeth D. Miller, Chief Legal Advisor, Legal Advisory Unit
Timothy K. Murakami, Undersheriff
Lawrence E. Del Mese, Chief of Staff
Robin A. Limon, Assistant Sheriff
Conrad Meredith, Division Director, Administrative Services Division (ASD)
Mark Glatt, Chief, Technology and Support Division (TSD)
Bill Song, Commander, Scientific Services Bureau (SSB)
Glen C. Joe, Assistant Division Director, ASD
Wesley P. Gross, Director, SSB
Rick Cavataio, Director, Fiscal Administration Bureau (FAB)
Heidi Robbins, Assistant Director, SSB
Dave Culver, Assistant Director, FAB, Contracts Unit
Vanessa C. Chow, Sergeant, ASD
Irma Santana, Manager, Contracts Unit, FAB
Adam R. Wright, Deputy, ASD
Cynthia Lopez, Senior Contracts Analyst, Contracts Unit, FAB
Heather Wahl, Contract Analyst, Contracts Unit, FAB
Chrono File

SOLE SOURCE CHECKLIST

Department Name: _____

New Sole Source Contract

Existing Sole Source Contract Date Sole Source Contract Approved: _____

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an “ <i>Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.</i> ”
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Additional services are needed to complete an ongoing task and it would be prohibitively costly in time and money to seek a new service provider.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/ system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
	➤ It is in the best economic interest of the County (e.g., significant costs to replace an existing system or infrastructure, administrative cost savings and excessive learning curve for a new service provider, etc.) In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

_____ Chief Executive Office

_____ Date

SOLE SOURCE REQUEST

SHERIFF

There are certain acquisitions which when in the best interest of the County can only be obtained from a sole source. Sole source acquisitions must be justified in sufficient detail to explain the basis for suspending the usual competitive procurement process.

DOCUMENTATION FOR SOLE SOURCE JUSTIFICATION TO EXTEND THE SOLE SOURCE AGREEMENT WITH MIDEO SYSTEMS, TO PROVIDE CONTINUED MAINTENANCE AND SUPPORT SERVICES FOR THE DEPARTMENT'S FORENSIC IMAGING SYSTEM.

JUSTIFICATION MUST INCLUDE RESPONSES TO THE FOLLOWING QUESTIONS WHEN APPLICABLE:

Justification – Services

1. What is being requested?

The Los Angeles County Sheriff's Department (Department) is requesting approval of an amendment (Amendment) to extend the current Sole Source **Maintenance** Agreement Number 77870 (Agreement) with Mideo Systems (Mideo). The Amendment will extend the Agreement for three additional years, plus four one-year options, to provide continued maintenance and support services for the Department's Scientific Services Bureau (SSB) Mideo Forensic Imaging System, which is comprised of Mideo forensic imaging equipment and Mideo's case image management software application.

2. Why is the service needed? How will it be used?

The Department's SSB Crime Laboratories (Crime Lab) utilizes the Mideo Forensic Imaging System to capture images of the various types of evidence that are submitted to the Crime Lab. Since 1997, all evidence images have been incorporated into Mideo's case image management software, where they are protected and stored. Mideo's case image management software also provides for image enhancement necessary to optimize the images for analysis and interpretation. The Agreement provides maintenance and support of the Mideo Forensic Imaging System's various image capturing devices, replaces hardware and computer components as necessary, and provides periodic updates to Mideo's case image management software involving service upgrades and potential bug fixes.

3. Is this service provider the only one that meets the user's requirements? If yes, what is unique about this service provider?

Mideo is the sole provider of support and maintenance service for all Mideo Forensic Imaging Systems throughout the United States. Mideo does not train, certify, license, or otherwise endorse any third party to provide support, maintenance, and/or upgrade services to their proprietary Mideo Forensic Imaging System.

4. Have other service providers been considered? If yes, which service providers have been considered and how did they fail to meet the user's requirements?

No, the equipment and case management software application are proprietary to Mideo.

5. Will services provided by this company avoid other costs (e.g., data conversion, training, purchase of additional hardware, etc.)?

Yes, the extension to this Agreement will allow for continued maintenance and support of the hardware and software already integrated throughout the Crime Lab, and avoid having to purchase and train staff on a new system.

6. Is this service provider proprietary or is this service available from various service providers?

This service is proprietary and can only be provided by authorized Mideo personnel.

7. Reasonableness of price. Does the County obtain a special or pricing not available to the private sector?

Yes, maintenance service fees are typically 15 percent of the purchase price. We are charged 10 percent of the purchase price for both existing and any new equipment. The Crime Lab has had agreements with Mideo since at least 2003 and has received outstanding support and value for the monies spent. The 2013 prices will remain the same and it is anticipated that the prices will not be increased.

8. If this purchase is an upgrade of existing equipment, what is the dollar value of existing equipment and the purchase order number for the existing equipment?

The Crime Lab has equipment from Mideo dating back to 1997. The equipment, software, and database are approximately valued at \$1,000,000.

Some of the previous purchase order numbers are as follows:

PO-SH-17323319-2 (66K)

PO-SH-17322812-1 (52K)

DPO – SH-36509260 (201K)

PD-SH-11322030 (90K)

11029979 (84K)

11029946 (68K)

11029955 (49K)

R42494 (52K)

S40911 (30K)

S40930 (21K)

S41287 (78K)

**BOARD LETTER/MEMO – FACT SHEET
OPERATIONS CLUSTER**

OPS CLUSTER AGENDA REVIEW DATE	06/20/2019	
BOARD MEETING	Not applicable.	
SUPERVISORIAL DISTRICT AFFECTED	All districts	
DEPARTMENT	Sheriff	
SUBJECT	Advance notification of intent to enter into negotiations for a sole source contract with Tyler Technologies, Inc. (Tyler) to implement CivilServe.	
PROGRAM	Civil enforcement for Los Angeles County courts.	
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	If Yes, please explain why: Tyler does not certify, license, nor otherwise authorize any third party to provide implementation services or future maintenance and support for its proprietary CivilServe product.	
DEADLINES/ TIME CONSTRAINTS	The Department currently relies on a 30 year-old legacy system known as the Modified Automated Processing and Accounting System (MAPAS).	
COST & FUNDING	Total cost: TBD	Funding source: Automation Fund
	TERMS (if applicable):	
	Explanation:	
PURPOSE OF REQUEST	To implement CivilServe for the Department's Civil Management Bureau.	
BACKGROUND (include internal/external issues that may exist)	The Department uses MAPAS to process 172,000 service requests, 1.4 million accounting entries, and \$256 million in cash transactions annually. Replacement of MAPAS is urgent because of the risks of relying on a 30 year-old legacy system. County already owns a perpetual license to CivilServe.	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Angelo Faiella, ASM III (213) 229-3259 afaiell@lasd.org • Sam Saad, I.T. Specialist I (213) 229-1708 sssaad@lasd.org 	

May 7, 2019

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:

**ADVANCE NOTIFICATION OF INTENT TO ENTER INTO NEGOTIATIONS
FOR A SOLE SOURCE CONTRACT WITH TYLER TECHNOLOGIES, INC. FOR THE
IMPLEMENTATION AND CONFIGURATION OF CIVILSERVE**

This letter provides advance notification to the Board, in accordance with Board Policy 5.100, that the Los Angeles County (County) Sheriff's Department (Department) intends to enter into negotiations for a Sole Source Contract (Contract) with Tyler Technologies, Inc. (Tyler). Tyler is the sole proprietor and owner of CivilServe, a commercial civil enforcement software product to which the County owns a perpetual license. Configuration and implementation services are required of Tyler in order to meet the Department's business long-term requirements for civil processing.

BACKGROUND

CivilServe will replace a 30 year-old legacy civil enforcement system known as MAPAS (Modified Automated Process and Accounting System). MAPAS is a custom-developed application that was previously maintained by the former County Marshal's Office. The Department uses MAPAS to enforce civil court orders. This enforcement activity is mandated by the California Code of Civil Procedures and the California Government Code. MAPAS annually processes 172,000 service requests, 1.4 million accounting entries, and \$256 million in cash transactions.

Continuing to rely on MAPAS poses material risks to the County. For example, (a) it runs on an obsolescent technology platform; (b) its accounting methods are both obscure and nonstandard; (c) it is not designed to meet modern internal-control

requirements; (d) its user interface is not intuitive; (e) its data-integrity controls are limited; (f) it has minimal technical documentation; and (g) its support is dependent on two off-site, part-time third-party programmers.

In 2011, the County issued a Request for Proposals to replace MAPAS. Sierra Systems, Inc. (Sierra), the developer of MAPAS, was the highest scoring proposer. On March 19, 2013, your Board approved Agreement Number 77924 (Agreement) with Sierra to build a new Automated Civil Enforcement System (ACES). Sierra's proposal was to purchase a transferable, perpetual license to a commercial software product, CivilServe, and customize it for the Department. At the time, CivilServe was a product of SoftCode, Inc. The Department now owns a perpetual license to use CivilServe.

Sierra has been unable to complete the customization of CivilServe due to staff turnover and an inability to retain qualified staff. County and Sierra are now in the process of amicably terminating the Agreement. Meanwhile, SoftCode, Inc. was acquired by Tyler in 2014. Over the past six years, Tyler has made significant improvements to CivilServe's functionality, and has successfully implemented it in several other California counties.

JUSTIFICATION

Tyler has verified that the County's perpetual license covers the current version of CivilServe. In April 2018, CivilServe was installed in the Department's data center for further evaluation. Tyler conducted two weeks of training for the Department's subject-matter experts and information technology staff at the Hall of Justice. After training, the subject-matter experts used CivilServe to run through a number of real-life cases, and compared how those same cases are currently handled by MAPAS.

From those activities, the Department identified specific functional gaps that need to be addressed to ensure a successful future implementation. The Department will develop a plan to address those gaps through a combination of (a) normal implementation activities such as software configuration, data conversion, interface building, and business-process redesign; and (b) small enhancements that Tyler would incorporate into the base CivilServe product.

In April 2018, the Department's subject-matter experts visited the San Bernardino County Sheriff's civil office to observe the current version of CivilServe in actual business use. In a follow-up visit in May 2018, San Bernardino County's perceptions of the software's strengths and weaknesses, and Tyler's support were discussed. From those visits, the Department concluded that a CivilServe implementation project was likely to succeed.

In January 2019, the Department's subject-matter experts and information technology staff visited the Sacramento and San Diego Sheriffs' civil offices, to examine the only

other similar software product in use in California, and determined that CivilServe offered significant advantages.

In summary, the Department intends to negotiate a Sole Source Contract with Tyler because (a) the County already owns a perpetual license to CivilServe for which the County paid \$1.4 million; (b) the Department has installed and thoroughly analyzed CivilServe's functionality using a methodology that has been reviewed and approved by the Chief Information Office (CIO); (c) the Department has determined CivilServe's superiority to the only other comparable software product in the marketplace; (d) only Tyler, the owner and developer of CivilServe, has the appropriate resources for the implementation; and (e) Tyler does not authorize, license, or otherwise certify any third-party to implement, maintain, support, and/or modify its proprietary software.

No General Fund monies will be needed for this project as it will be fully funded by revenue generated from civil enforcement service fees mandated and earmarked by state law (specifically, California Government Code §26731), and reflected in the Department's Automation Fund.

The CIO has reviewed and concurs with this Sole Source approach.

CONCLUSION

Pursuant to Board policy, the Department will proceed with Sole Source negotiations in four weeks, unless otherwise instructed by the Board.

Should you have any questions, please contact Assistant Director David Culver, Fiscal Administration Bureau, at (213) 229-3260.

Sincerely,

ALEX VILLANUEVA, SHERIFF

TIMOTHY K. MURAKAMI
UNDERSHERIFF

SOLE SOURCE CHECKLIST

Department Name: _____

New Sole Source Contract

Existing Sole Source Contract Date Sole Source Contract Approved: _____

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an “ <i>Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.</i> ”
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Additional services are needed to complete an ongoing task and it would be prohibitively costly in time and money to seek a new service provider.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/ system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
	➤ It is in the best economic interest of the County (e.g., significant costs to replace an existing system or infrastructure, administrative cost savings and excessive learning curve for a new service provider, etc.) In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

Chief Executive Office

Date

SOLE SOURCE REQUEST

DOCUMENTATION FOR SOLE SOURCE JUSTIFICATION FOR A CONTRACT WITH TYLER TECHNOLOGIES, INC. (TYLER). MUST INCLUDE RESPONSES TO THE FOLLOWING QUESTIONS WHEN APPLICABLE:

1. What is being requested?

Implementation services for CivilServe, which is software for which the County purchased a perpetual license in 2013.

2. Why is the product needed? – How will it be used?

CivilServe will replace the Department's legacy (1989) Modified Automated Processing and Accounting System (MAPAS). It will provide case-management and accounting functions for the Sheriff's civil-enforcement functions.

3. Is this brand of product the only one that meets the user's requirements? If yes, what is unique about the product?

YES. The County already owns a perpetual license for this software, has installed it in the Sheriff's data center, has exercised it against test scenarios, and has examined its actual use in other counties. No vendor other than Tyler can provide the implementation services to enable the Sheriff to transition from MAPAS to CivilServe.

4. Have other products/vendors been considered? If yes, which products or vendors have been considered and how did they fail to meet the user's requirements?

YES. The Department engaged in a comprehensive study of the CivilServe product functionality and compared it with the only other viable competitor in use in California. The methodology for the review was approved by the County's Chief Information Office.

5. Will purchase of this product avoid other costs, e.g. data conversion, training, purchase of additional hardware, etc.?

YES. Cost reduction: (a) Hosting services on the Sheriff's VMware servers are much lower than ISD's fee for hosting MAPAS on Hewlett-Packard midrange computers; (b) Operational efficiencies will be gained by CivilServe's greater automation functionality. Cost avoidance: The anticipated cost of upgrading the MAPAS servers, which are no longer supported by Hewlett-Packard, will be avoided.

6. Is the product proprietary or is it available from various dealers? Have you verified this?

According to Tyler, no other firm is authorized to provide implementation services or future maintenance and support for its proprietary CivilServe product.

7. Reasonableness of Price. Does the County obtain a special or pricing not available to the private sector? How does County pricing compare with other governmental entities?

The County already owns the perpetual license for the software and only needs the implementation services. The price for large-scale implementation services for highly complex software is dependent on the specific deliverables defined in the statement of work, which vary from agency to agency. This software is specific to government functions, so private-sector comparisons are not applicable.

8. If this purchase is an upgrade of existing equipment, what is the dollar value of existing equipment and the purchase order number for the existing equipment?

NA.

**BOARD LETTER/MEMO – FACT SHEET
OPERATIONS CLUSTER**

OPS CLUSTER AGENDA REVIEW DATE	6/20/2019	
BOARD MEETING	7/2/2019	
SUPERVISORIAL DISTRICT AFFECTED	All Districts	
DEPARTMENT	Registrar-Recorder/County Clerk	
SUBJECT	Approve the Immediate Appointment of a County Retiree as a 120-Day Temporary Employee and Waive the 180-Day Waiting Period – Retiree Ray Ching.	
PROGRAM	N/A	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS		
COST & FUNDING	Total cost: \$ 55,142.40	Funding source: Budgeted Item
	TERMS (if applicable):	
	Explanation: The total cost (salary and benefit) is based on a 960-hour (120-day) assignment.	
PURPOSE OF REQUEST	Ray Ching will provide support to internal users regarding IT security related matters, risk assessments, perform routine systems testing, validate user IT manuals and analyze data and reports to determine the readiness of software pertaining to election infrastructure. Mr. Ching will also be instrumental to ITB staff through the transference of information and historical frameworks related to cybersecurity and elections management. Retaining Mr. Ching's knowledge and experience will not only maintain valuable continuity in the matter but is considered essential to the RR/CC coming into timely compliance and successful implementation of VSAP.	
BACKGROUND (include internal/external issues that may exist)	Effective March 31, 2019, RR/CC employee Ray P. Ching retired from active County service. Mr. Ching has been an invaluable member of the RR/CC's Information Technology Bureau (ITB) during which time he provided knowledge and expertise in the application of cyber and information security frameworks to the County's election infrastructure and operations, as well as for the voter registration and election management systems. The breadth and depth of the knowledge required, including a thorough understanding of the organization and extensive experience with supporting Countywide elections, are crucial in ensuring the successful transition and implementation of the Voting Solutions for all People (VSAP), scheduled for full implementation in March 2020.	

	<p>Mr. Ching's service is critically necessary due to his thorough knowledge of the County's legacy voting system, which is entering a critical phase that requires substantial expertise associated with the security of the County's election infrastructure. Mr. Ching is uniquely qualified to provide this continuity and knowledge transfer on a temporary basis.</p>
DEPARTMENTAL AND OTHER CONTACTS	<p>Aman Bhullar Assistant Registrar-Recorder/County Clerk (Information Technology Bureau) (562) 462-2714 ABhullar@rcc.lacounty.gov</p> <p>Rita Figueroa Assistant Registrar-Recorder/County Clerk (Administration Bureau) (562) 462-2636 RFigueroa@rcc.lacounty.gov</p> <p>Jacklin E. Injjian Departmental Human Resources Manager II (562) 462-2299 JInjjian@rcc.lacounty.gov</p>



DEAN C. LOGAN
Registrar-Recorder/County Clerk

July 2, 2019

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:

**APPROVE THE IMMEDIATE APPOINTMENT OF A COUNTY RETIREE AS A
120-DAY TEMPORARY EMPLOYEE FOR THE LOS ANGELES COUNTY
REGISTRAR-RECORDER/COUNTY CLERK, AND WAIVE THE USUAL 180-DAY
WAITING PERIOD
(ALL DISTRICTS AFFECTED) (3 VOTES)**

CIO RECOMMENDATION: APPROVE [X]

SUBJECT

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) requests that the Board approve the immediate appointment of recent RR/CC retiree Ray P. Ching as a 120-day temporary employee and waive the usual 180-day waiting period under the California Public Employees' Pension Reform Act ("PEPRA") of 2013.

IT IS RECOMMENDED THAT THE BOARD:

1. Due to the retirement of RR/CC employee Ray P. Ching on March 31, 2019, find that it is critically necessary to receive immediate and ongoing service from an individual with thorough knowledge of the County's legacy voting system, which is entering a critical phase that requires substantial expertise associated with the security of the County's election infrastructure. Mr. Ching is uniquely qualified to provide this continuity and knowledge transfer on a temporary basis.

2. Approve the RR/CC's request to allow Ray P. Ching to return as a 120-day temporary employee holding the title of Senior Information Technology Aide and waive the usual 180-day waiting period under Government Code section 7522.56.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Effective March 31, 2019, RR/CC employee Ray P. Ching retired from active County service. Mr. Ching has been an invaluable member of the RR/CC's Information Technology Bureau (ITB) during which time he provided knowledge and expertise in the application of cyber and information security frameworks to the County's election infrastructure and operations, as well as for the voter registration and election management systems. The breadth and depth of the knowledge required, including a thorough understanding of the organization and extensive experience with supporting Countywide elections, are crucial in ensuring the successful transition and implementation of the Voting Solutions for all People (VSAP), scheduled for full implementation in March 2020.

Mr. Ching will provide support to internal users regarding IT security -related matters, risk assessments, perform routine systems testing, validate user IT manuals and analyze data and reports to determine the readiness of software pertaining to election infrastructure. Mr. Ching will also be instrumental to ITB staff through the transference of information and historical frameworks related to cybersecurity and elections management. Retaining Mr. Ching's knowledge and experience will not only maintain valuable continuity in the matter but is considered essential to the RR/CC coming into timely compliance and successful implementation of VSAP.

The RR/CC requests that your Board approve the immediate appointment of Mr. Ching as a 120-day temporary employee and waive the usual 180-day waiting period under PEPRA (as set forth in Government Code section 7522.56).

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended action supports the County's Strategic Plan, Goal III, by pursuing operational effectiveness, fiscal responsibility and accountability.

FISCAL IMPACT/FINANCING

Funding for this position in the amount of \$55,142.20 is within the RR/CC's existing budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Under Government Code section 7522.56, a County retiree must ordinarily wait 180 days from the date of retirement before returning to work for the County on a temporary basis. An exception to this rule applies if your Board finds at a public meeting that the individual's immediate appointment is necessary to fill a critically needed position.

The Office of the Chief Information Officer (OCIO) has reviewed this Board Letter and recommends approval. The RR/CC administrative and technical teams have worked closely with the OCIO on the information security strategy for VSAP, and the OCIO supports this action to fill the void left by Mr. Ching's retirement. The OCIO is working with the RR/CC on the recruitment and replacement of the Department Information Security Officer (DISO).

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Implementation of this recommendation will ensure that the RR/CC is able to successfully transition from its legacy voting system to the new voting system (VSAP) in March 2020. Mr. Ching's extensive involvement in this matter makes it critically important for him to be immediately appointed as a 120-day temporary employee to ensure that indispensable technical knowledge and services continue to be provided to the RR/CC and the residents of the County of Los Angeles.

Respectfully submitted,

Reviewed By:

DEAN C. LOGAN
Registrar-Recorder/County Clerk

WILLIAM S. KEHOE
Chief Information Officer

DCL:DM:AB
RF:JI:VW:jw

c: Executive Office, Board of Supervisors
Chief Executive Officer
County Counsel
Auditor-Controller
Human Resources
Los Angeles County Employees Retirement Association



Sheriff's Department Semi-Annual IT initiatives update

Initiatives

Progress

1. Inception of Office of Technology Planning (OTP)



- Office Of Technology Planning (OTP) is operational. A high level road map was developed in 2018 and shared with the board with key focus on Project Management, Data Management and System Architecture.

2. Custody Automation Jail Information Management System (AJIS)



- A solicitation for consulting services has been released via Enterprise Services Master Agreement (ESMA) to perform a Business Process Review (BPR) of custody operations. The results of the BPR will create a roadmap for custody IT automation.

3. Computer Aided Dispatch System (CAD) modernization.



- Phase-I: Migrate Existing CAD application to new Hardware and operating system
- Phase-II: Migrate the Application from current emulation mode to Native mode
- Phase III: Evaluate the modernization options based on the Consultant's findings and Federal government Next Generation 911 (NG911) rules.

4. Records Management System (RMS)



- Phase-I: A Business Process Management (BPM) workflow implementation to allow process efficiency.
- Phase-II: Work is in progress with a consultant to identify the business and technical requirements for a consolidated records Management Systems (RMS).