

From: Elayne Doucette
Sent: Tuesday, June 26, 2012 11:23 AM
To: Vivian Paquin-Sanner; Kevin Fountain
Subject:FW: Parking RFP Recommendation
Attachments: image001.jpg

Since the scoring is extremely close between the top two vendors, Global and Pacific, it is ISD's strong recommendation to proceed with demos for the top two vendors with the full evaluation committee and an ISD representative present. We will be discussing with Santos, but it appears we will need to proceed with the demos. It looks like Pacific can do it this Thursday, June 28th, and Global tentatively next Thursday, July 5th. ISD is open to where the demos are done, we could do it in our conference room or even in a parking lot.

Please let me know of any potential conflicts or preference on time related to these dates as well as any suggestion as to where the demos should be held.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, June 25, 2012 6:32 PM
To: Elayne Doucette
Cc: Ted Lo
Subject: Parking RFP Recommendation

Hi Elayne –

We have completed the review of the RFP evaluations and discussed the preliminary results with ISD Purchasing Division Management. The results of the scoring are extremely close between the top 2 vendors. Therefore, we highly recommend that a demo of the units offered from both vendors be scheduled. The demo will allow us to verify compliance with the scope of work and ensure that the scores given are warranted, and could ultimately affect the ranking.

The top two vendors (in no particular order) are Global and Pacific Parking. Pacific can set up a demo this Thursday @ 2pm, but Global will not be available until late next week. With that said, the “window of opportunity” to meet the FY 2012 deadline is rapidly diminishing. Once the award is made, we still need to go through the 3-day protest period and address any protests that may be received.

I understand that your department wanted this completed for FY 2012. However, if possible, we recommend that the funding for this project be carried over to FY 2013 in order to ensure that we have done and looked at everything possible and can confidently address any vendor/individual that questions the integrity of this RFP, especially since the rankings are so close.

Please feel free to call me or Ted if you would like to discuss further. Otherwise, please let me know if your dept is okay with the demo and can roll over the funds.

Thank you,

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, June 13, 2012 4:58 PM
To: Kevin Fountain; Vivian Paquin-Sanner
Subject:FW: Pay Station Bids - Pacific Parking Steel bid - Re-evaluate Section
Attachments: image002.jpg; image003.jpg; image001.jpg

Please email Ted with the scoring info asap. Feel free to contact Ted if you have any questions.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, June 13, 2012 4:35 PM
To: Kevin Fountain; Vivian Paquin-Sanner; Harry Moy
Cc: Erica Salas; Elayne Doucette
Subject: RE: Pay Station Bids - Pacific Parking Steel bid - Re-evaluate Section

Hi evaluators,

At this point, I am asking to re-evaluate Pacific Parking's "Cabinet Exterior" 5.1.2 section based on a steel cabinet with zinc primer and powder coating protection.

In my earlier email I mistakenly provided the section for the "Cabinet Interior" which is not the point of concern.

Please re-spread the 150 max points for this section and send back to me so I can re-calculate the points. Please keep in mind certain sections should not be effected regardless of the cabinet material.

5.1.2

Cabinet Exterior

150

150-125

124-50

49-1

0

5.1.2.1

Constructed of theft resistant welded reinforced stainless steel with a graffiti finish coat of powder-based enamel in a standard color to be selected by purchaser.

5.1.2.2

Weather-resistant design with all access doors having a gasket with non-hardening material to provide a weather-resistant cabinet.

5.1.2.3

All apertures designed and/or shielded to discourage vandalism and insertion of foreign objects.

5.1.2.4

Mounting holes/brackets not exposed to customers.

5.1.2.5

Vault and all access doors shall be tamper-resistant with multiple (at least four) locking points.

5.1.2.6

The opening of the cabinet shall require a key that will not open any internal component. Electronic locks registered to owner are preferred.

5.1.2.7

Solar panel integrated into or attached to the Pay Station.

When transferring your comments to the evaluation documents please be sure to explain areas where little points were given. In sections where full or near full points were given, I would suggest commenting "Meet requirements" or something to this effect. Please remember NOT to change points in other sections other than the "Cabinet Exterior" section for Pacific Parking.

Thanks again for your time.

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

"Satisfied Customers... Our Number One Goal"

1100 N. Eastern Ave. – Rm. G115

Los Angeles, CA 90063

Office: 323-267-2207

Fax: 323-415-8661

Email: ted.lo@isd.lacounty.gov

Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Elayne Doucette

Sent: Wednesday, June 13, 2012 9:20 AM

To: Ted Lo

Cc: Erica Salas; Brad Fleischer

Subject: RE: Pay Station Bids

Hi Ted,

Please call me to discuss your email so that we have a full understanding of what needs to be done and the process from this point. We can have someone pick up the documents today and get the documentation back to you as soon as possible. We understand the need for complete comments to justify ratings. In that regard, it seems like the process is not yet final and if the evaluators feel they have made an error during this process they should be able to adjust their scores.

As to the stainless steel issue, we do not understand your comments as to why the pricing was changed. Stainless steel was required in various sections including the one you cited and Pay Station Equipment Specification 5.1.2.1 below. Note that the wording under Desirable Features is “Weather Resistant Construction”. It seems that permitting a vendor to make stainless steel an option in their bid to lower their overall cost is not appropriate.

5.0

PAY STATION EQUIPMENT SPECIFICATIONS

5.1.2

Cabinet Exterior

5.1.2.1

Constructed of theft resistant welded reinforced stainless steel with a graffiti finish coat of powder-based enamel in a standard color to be selected by County.

We do really appreciate your help with this difficult process and your efforts to assist us in expediting this process.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Tuesday, June 12, 2012 4:47 PM
To: Elayne Doucette
Cc: Erica Salas
Subject: RE: Pay Station Bids

Hi Elayne,

We just wrapped up the evaluation committee meetings yesterday and I'm going through the calculations and looking over the ratings. We have a couple of things that need to be clarified before we can refer the evaluation to your department and I need your help.

1.) I'll need both Kevin and Vivian to write in comments in the evaluation forms to justify all the points allocated. Especially in areas where very little points were given in relation to the max amount. Keep in mind these comments will be public record when we are finished and I will have to defend our evaluation scores with these comments. Please have your department courier come to pick up the documents. Rating points cannot be changed. Only the exterior cabinet section (100 points) will need to be re-evaluated for Pacific Parking based on their base bid being a steel construction, zinc primer with powder coating.

5.1.4

Cabinet Interior

100

100-75

74-25

24-1

0

5.1.4.1

Internal doors and hinges sealed to prevent dust and water intrusion.

5.1.4.2

Stainless steel or aluminum cash vault area.

5.1.4.3

Design prevents unauthorized personnel from accessing coin or currency vaults. Routine maintenance functions can be performed without the removal of vaults.

2.) In reviewing the cost section – yesterday, I mistakenly added an extra \$1,000 per pay station to Pacific Parking’s bid because I was under the impression that the stainless steel exterior cabinet requirement was a minimum mandatory requirement, however in reviewing the bid docs, the stainless exterior steel cabinet is a “Desirable Feature”. Pacific Parking bid a steel exterior cabinet with a zinc primer and powder coating on top of that. In their cost proposal , they also have a section for stainless steel at a \$1,000 extra per pay station. I will be taking the \$1,000 per pay station out of the evaluation for Pacific Parking which will change the rating order of the vendors.

Once all these things have been clarified and we have a clean evaluation, I will be able to send you the evaluation summary and begin the award process.

Please call me if you have any questions.

Thanks,

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

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Office: 323-267-2207

Fax: 323-415-8661

Email: ted.lo@isd.lacounty.gov

Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Elayne Doucette
Sent: Tuesday, June 12, 2012 1:48 PM
To: Ted Lo
Subject: RE: Pay Station Bids

Hi Ted,

I'm checking in on the status of the evaluation process. How will it work from here? Will we need a recommendation to purchase this week to stay on schedule?

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Thursday, June 07, 2012 7:05 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

Sorry, my meeting lasted past 5pm yesterday.

We have our ISD evaluator in place and I'm quickly getting him up to speed. He should be ready for the Monday meeting and I'm assuming he will have some questions that we will iron out in the meeting.

Once I gather all the points from each and every evaluator we should have a recommendation to award by next week assuming "all goes well".

Please let me know if you have any other questions.

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, June 06, 2012 3:40 PM

To: Ted Lo

Subject: RE: Pay Station Bids

Hi Ted. I just want to make sure you are all set with the third evaluator so that we can have a recommendation to award by next week. Let me know if there are any concerns.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Wednesday, June 06, 2012 9:08 AM
To: Ted Lo
Subject: RE: Pay Station Bids

I totally understand. Kevin and Vivian will see you on Monday morning.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, June 06, 2012 9:06 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

I'm sorry, this afternoon is not possible. I have a meeting this afternoon.

Thanks,

Ted Lo C.P.M. M.B.A.

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Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Elayne Doucette
Sent: Wednesday, June 06, 2012 8:25 AM
To: Ted Lo
Subject: FW: Pay Station Bids

Importance: High

Hi Ted, Both Kevin and Vivian have asked if there is any chance to complete the evaluation this afternoon instead of Monday. I realize this is short notice and you are very busy but wanted to ask if it is a possibility. Otherwise, we are on for Monday morning.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 11:46 AM
To: Erica Salas
Cc: Ted Lo; Vivian Paquin-Sanner; Kevin Fountain
Subject: RE: Pay Station Bids
Importance: High

This is to confirm that Vivian and Kevin will be at ISD on Monday, June 11th at 8am to complete the pay station bid evaluations along with the third evaluator from ISD.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 10:28 AM
To: Erica Salas
Cc: Ted Lo
Subject: FW: Pay Station Bids
Importance: High

Hi Erica,

I received Ted's out-of-office reply for this morning, so I am forwarding this email to you. Let me know if can address or if we should wait to hear from Ted.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 10:24 AM
To: Ted Lo
Subject: RE: Pay Station Bids
Importance: High

Hi Ted,

I heard you had a long day yesterday! After discussing with Kevin, I wanted to follow-up with you on a few items:

- Kevin indicated that there was not a third evaluator from ISD at the meeting yesterday. Do you still plan to have a third evaluator? Our Department always prefers to have at least one evaluator from another Department on our panels. Let me know the plan.
- We would like to schedule the follow-up meeting to complete the evaluations as soon as possible (not next week). Kevin and Vivian could be available as soon as this afternoon. We will clear their schedules to make this happen. Let me know what is possible.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Thursday, May 24, 2012 9:34 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

Thank you. As soon as you have that information please send it over. We need it for a calculation in one component in the cost.

Have a great vacation!

Ted Lo C.P.M. M.B.A.

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Email: ted.lo@isd.lacounty.gov

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From: Elayne Doucette

Sent: Wednesday, May 23, 2012 6:12 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain; Andrew Hong

Subject: RE: Pay Station Bids

Andrew Hong of my staff will work Vivian to get you this information when Vivian returns from vacation next week. Will that work?

Note that I will be on vacation next week.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, May 23, 2012 5:01 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain
Subject: RE: Pay Station Bids

You are very welcome.

They will be completing the evaluation document on the day of the meeting here at ISD so I would recommend making notes on each vendor and just getting familiar with each proposal. I anticipate questions that I will need to go back to the vendors on.

I need to get from you the average number of transactions per month per machine.

Thanks!

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, May 23, 2012 4:42 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain

Subject: RE: Pay Station Bids

Thanks Ted. I haven't spoken to Vivian and Kevin. I put it on their calendars and we will make it work unless we get back to you otherwise. In preparation for the June 4th meeting, you indicate that Vivian and Kevin should be prepared to go over whether the bidders met the minimum requirements. Should they completing an evaluation document or doing anything else prior to the meeting or will it all be done at the meeting?

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, May 23, 2012 3:31 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas
Subject: RE: Pay Station Bids

Hi Elayne,

See below answers.

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette
Sent: Wednesday, May 23, 2012 11:25 AM
To: Ted Lo
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas
Subject: Pay Station Bids

Hi Ted,

I just wanted to follow-up with you on a few items from our phone conversation yesterday as I need to prepare a status for our Executive Management this afternoon:

Please provide us with bid cost proposal information. It would be great to have copies of the six cost proposals. If you cannot release that for any reason, please provide a summary with bid cost proposal ranges, etc. I'm sorry, I cannot provide this now. At this time, I cannot provide any cost information until after the evaluation committee meets and evaluates the technical portion of the evaluation. I'm sorry. I can tell you no vendors' total cost proposal for the 1st year exceeded \$1 million, warranty and back office subscription inclusive.

· Please confirm the project schedule from this point. We want to make sure we stay on track with time for needed evaluation committee meetings, Department recommendation and protest period to ensure issuance of a purchase order by June 30th. Time is obviously going to be very tight. We are on schedule to meet the fiscal yearend deadline. Next steps are:

I am tentatively planning the evaluation for Monday, June 4th, 9:00am. Let me know if that date is good with Vivian and Kevin. I'm still trying to reach the 3rd evaluation member. I expect the meeting to take a whole day and we will decide if we need to meet on an additional day. Depends how much we get done on the first day and if clarifications questions come up that I need to go back to the vendors . Meet at ISD buyer's conference room in G115 from 9:00am to 5:00pm.

· Will you review that bidders have met minimum requirements before the initial evaluation committee meeting? We will all need to review all 6 vendors to see if they meet the minimum requirements. The reason is because the requirements are parking technical in nature and I would not have the knowledge to know if they truly meet or not meet the requirements. Please have both Kevin and Vivian be prepared to address this section in detail.

Thank you so much for your assistance on this project!

Thank you,

Elayne Doucette

From: Vivian Paquin-Sanner
Sent: Wednesday, June 13, 2012 11:24 AM
To: Kevin Fountain; Ted Lo; Erick Rangel; Phil Lai
Cc: Gene Campbell
Subject: RE: ISD Pick Up
Attachments: image001.jpg; image002.jpg; image003.jpg

Nice! Thank you

Thank you

Vivian Sanner

310.305.9508

From: Kevin Fountain
Sent: Wednesday, June 13, 2012 11:09 AM
To: Vivian Paquin-Sanner; Ted Lo; Erick Rangel; Phil Lai
Cc: Gene Campbell
Subject: Re: ISD Pick Up

I requested that Phil Lai from ISD Eastern bring the material with him when he performs a site visit this afternoon.

Thank you,
Kevin Fountain
Sent from my Sprint HTC.

----- Reply message -----

From: "Vivian Paquin-Sanner" <VPaquin-Sanner@bh.lacounty.gov>
Date: Wed, Jun 13, 2012 10:52 am
Subject: ISD Pick Up
To: "Ted Lo" <TLo2@isd.lacounty.gov>, "Erick Rangel" <ERangel@bh.lacounty.gov>
Cc: "Gene Campbell" <ECampbell@bh.lacounty.gov>, "Kevin Fountain" <KFountain@bh.lacounty.gov>

Gene will come after 1:30pm

Thank you

Vivian Sanner

310.305.9508

From: Ted Lo
Sent: Wednesday, June 13, 2012 10:51 AM
To: Vivian Paquin-Sanner; Erick Rangel
Subject: RE: ISD Pick Up

Hi Vivian,

Can you have Eric come after 1:30pm?

Thanks,

Ted Lo C.P.M. M.B.A.

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Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Vivian Paquin-Sanner

Sent: Wednesday, June 13, 2012 10:45 AM

To: Erick Rangel

Cc: Ted Lo

Subject: ISD Pick Up

I need you to go to ISD after you have finished your monitoring of the camp. Go to the same location you did before and talk to Ted Lo. You will need to carry back some items for us.

Thank you,

Vivian Sanner

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office:310.305.9508

email: vsanner@bh.lacounty.gov

From: Vivian Paquin-Sanner
Sent: Wednesday, June 13, 2012 7:27 AM
To: Kevin Fountain; Elayne Doucette
Cc: Brad Fleischer
Subject: RE: Pay Station Bids
Attachments: image004.jpg; image005.jpg; image006.jpg; image007.jpg

I completely agree with Kevin. There has never been any conversation where plain "steel" is permitted.

Thank you

Vivian Sanner

310.305.9508

From: Kevin Fountain
Sent: Wednesday, June 13, 2012 7:13 AM
To: Elayne Doucette; Vivian Paquin-Sanner
Cc: Brad Fleischer
Subject: RE: Pay Station Bids

I do not understand why the pricing was changed. As stated below we required stainless steel. This was not a "Desired feature" as stated in section 4.0 but part of the Pay Station Equipment Specifications which made up all of Section 5 (see below). By permitting a vendor to make stainless steel an option in their bid, which lowered their overall cost is not fair to other vendors who read the requirements and bid respectively. In addition, the section Ted is one of four locations where stainless steel was specified.

5.0

PAY STATION EQUIPMENT SPECIFICATIONS

5.1.2

Cabinet Exterior

5.1.2.1

Constructed of theft resistant welded reinforced stainless steel with a graffiti finish coat of powder-based enamel in a standard color to be selected by County.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, June 12, 2012 6:12 PM
To: Kevin Fountain; Vivian Paquin-Sanner
Cc: Brad Fleischer
Subject: FW: Pay Station Bids

It looks like Ted is indicating that the vendor order will be changing. We will need to get clarification from him tomorrow. Also, he needs you someone to come and pick up the documents so that you both can write in comments on the evaluation forms. Please coordinate this to get them tomorrow.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Tuesday, June 12, 2012 4:47 PM
To: Elayne Doucette
Cc: Erica Salas
Subject: RE: Pay Station Bids

Hi Elayne,

We just wrapped up the evaluation committee meetings yesterday and I'm going through the calculations and looking over the ratings. We have a couple of things that need to be clarified before we can refer the evaluation to your department and I need your help.

1.) I'll need both Kevin and Vivian to write in comments in the evaluation forms to justify all the points allocated. Especially in areas where very little points were given in relation to the max amount. Keep in mind these comments will be public record when we are finished and I will have to defend our evaluation scores with these comments. Please have your department courier come to pick up the documents. Rating points cannot be changed. Only the exterior cabinet section (100 points) will need to be re-evaluated for Pacific Parking based on their base bid being a steel construction, zinc primer with powder coating.

5.1.4

Cabinet Interior

100

100-75

74-25

24-1

0

5.1.4.1

Internal doors and hinges sealed to prevent dust and water intrusion.

5.1.4.2

Stainless steel or aluminum cash vault area.

5.1.4.3

Design prevents unauthorized personnel from accessing coin or currency vaults. Routine maintenance functions can be performed without the removal of vaults.

2.) In reviewing the cost section – yesterday, I mistakenly added an extra \$1,000 per pay station to Pacific Parking’s bid because I was under the impression that the stainless steel exterior cabinet requirement was a minimum mandatory requirement, however in reviewing the bid docs, the stainless exterior steel cabinet is a “Desirable Feature”. Pacific Parking bid a steel exterior cabinet with a zinc primer and powder coating on top of that. In their cost proposal , they also have a section for stainless steel at a \$1,000 extra per pay station. I will be taking the \$1,000 per pay station out of the evaluation for Pacific Parking which will change the rating order of the vendors.

Once all these things have been clarified and we have a clean evaluation, I will be able to send you the evaluation summary and begin the award process.

Please call me if you have any questions.

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Tuesday, June 12, 2012 1:48 PM

To: Ted Lo

Subject: RE: Pay Station Bids

Hi Ted,

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Thank you,

Elayne Doucette

From: Ted Lo
Sent: Thursday, June 07, 2012 7:05 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

Sorry, my meeting lasted past 5pm yesterday.

We have our ISD evaluator in place and I'm quickly getting him up to speed. He should be ready for the Monday meeting and I'm assuming he will have some questions that we will iron out in the meeting.

Once I gather all the points from each and every evaluator we should have a recommendation to award by next week assuming "all goes well".

Please let me know if you have any other questions.

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, June 06, 2012 3:40 PM

To: Ted Lo

Subject: RE: Pay Station Bids

Hi Ted. I just want to make sure you are all set with the third evaluator so that we can have a recommendation to award by next week. Let me know if there are any concerns.

Thank you,

Elayne Doucette

From: Elayne Doucette

Sent: Wednesday, June 06, 2012 9:08 AM

To: Ted Lo

Subject: RE: Pay Station Bids

I totally understand. Kevin and Vivian will see you on Monday morning.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, June 06, 2012 9:06 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

I'm sorry, this afternoon is not possible. I have a meeting this afternoon.

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, June 06, 2012 8:25 AM

To: Ted Lo

Subject: FW: Pay Station Bids

Importance: High

Hi Ted, Both Kevin and Vivian have asked if there is any chance to complete the evaluation this afternoon instead of Monday. I realize this is short notice and you are very busy but wanted to ask if it is a possibility. Otherwise, we are on for Monday morning.

Thank you,

Elayne Doucette

From: Elayne Doucette

Sent: Tuesday, June 05, 2012 11:46 AM

To: Erica Salas
Cc: Ted Lo; Vivian Paquin-Sanner; Kevin Fountain
Subject: RE: Pay Station Bids
Importance: High

This is to confirm that Vivian and Kevin will be at ISD on Monday, June 11th at 8am to complete the pay station bid evaluations along with the third evaluator from ISD.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 10:28 AM
To: Erica Salas
Cc: Ted Lo
Subject: FW: Pay Station Bids
Importance: High

Hi Erica,

I received Ted's out-of-office reply for this morning, so I am forwarding this email to you. Let me know if can address or if we should wait to hear from Ted.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 10:24 AM
To: Ted Lo
Subject: RE: Pay Station Bids
Importance: High

Hi Ted,

I heard you had a long day yesterday! After discussing with Kevin, I wanted to follow-up with you on a few items:

- Kevin indicated that there was not a third evaluator from ISD at the meeting yesterday. Do you still plan to have a third evaluator? Our Department always prefers to have at least one evaluator from another Department on our panels. Let me know the plan.
- We would like to schedule the follow-up meeting to complete the evaluations as soon as possible (not next week). Kevin and Vivian could be available as soon as this afternoon. We will clear their schedules to make this happen. Let me know what is possible.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Thursday, May 24, 2012 9:34 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

Thank you. As soon as you have that information please send it over. We need it for a calculation in one component in the cost.

Have a great vacation!

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

"Satisfied Customers... Our Number One Goal"

1100 N. Eastern Ave. – Rm. G115

Los Angeles, CA 90063

Office: 323-267-2207

Fax: 323-415-8661

Email: ted.lo@isd.lacounty.gov

Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Elayne Doucette
Sent: Wednesday, May 23, 2012 6:12 PM
To: Ted Lo
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain; Andrew Hong
Subject: RE: Pay Station Bids

Andrew Hong of my staff will work Vivian to get you this information when Vivian returns from vacation next week. Will that work?

Note that I will be on vacation next week.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, May 23, 2012 5:01 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain
Subject: RE: Pay Station Bids

You are very welcome.

They will be completing the evaluation document on the day of the meeting here at ISD so I would recommend making notes on each vendor and just getting familiar with each proposal. I anticipate questions that I will need to go back to the vendors on.

I need to get from you the average number of transactions per month per machine.

Thanks!

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, May 23, 2012 4:42 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain

Subject: RE: Pay Station Bids

Thanks Ted. I haven't spoken to Vivian and Kevin. I put it on their calendars and we will make it work unless we get back to you otherwise. In preparation for the June 4th meeting, you indicate that Vivian

and Kevin should be prepared to go over whether the bidders met the minimum requirements. Should they completing an evaluation document or doing anything else prior to the meeting or will it all be done at the meeting?

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, May 23, 2012 3:31 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas
Subject: RE: Pay Station Bids

Hi Elayne,

See below answers.

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, May 23, 2012 11:25 AM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas

Subject: Pay Station Bids

Hi Ted,

I just wanted to follow-up with you on a few items from our phone conversation yesterday as I need to prepare a status for our Executive Management this afternoon:

Please provide us with bid cost proposal information. It would be great to have copies of the six cost proposals. If you cannot release that for any reason, please provide a summary with bid cost proposal ranges, etc. I'm sorry, I cannot provide this now. At this time, I cannot provide any cost information until after the evaluation committee meets and evaluates the technical portion of the evaluation. I'm sorry. I can tell you no vendors' total cost proposal for the 1st year exceeded \$1 million, warranty and back office subscription inclusive.

Please confirm the project schedule from this point. We want to make sure we stay on track with time for needed evaluation committee meetings, Department recommendation and protest period to ensure issuance of a purchase order by June 30th. Time is obviously going to be very tight. We are on schedule to meet the fiscal yearend deadline. Next steps are:

I am tentatively planning the evaluation for Monday, June 4th, 9:00am. Let me know if that date is good with Vivian and Kevin. I'm still trying to reach the 3rd evaluation member. I expect the meeting to take a whole day and we will decide if we need to meet on an additional day. Depends how much we get

done on the first day and if clarifications questions come up that I need to go back to the vendors .
Meet at ISD buyer's conference room in G115 from 9:00am to 5:00pm.

· Will you review that bidders have met minimum requirements before the initial evaluation committee meeting? We will all need to review all 6 vendors to see if they meet the minimum requirements. The reason is because the requirements are parking technical in nature and I would not have the knowledge to know if they truly meet or not meet the requirements. Please have both Kevin and Vivian be prepared to address this section in detail.

Thank you so much for your assistance on this project!

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 12, 2012 6:12 PM
To: Kevin Fountain; Vivian Paquin-Sanner
Cc: Brad Fleischer
Subject:FW: Pay Station Bids
Attachments: image001.jpg; image002.jpg; image003.jpg

It looks like Ted is indicating that the vendor order will be changing. We will need to get clarification from him tomorrow. Also, he needs you someone to come and pick up the documents so that you both can write in comments on the evaluation forms. Please coordinate this to get them tomorrow.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Tuesday, June 12, 2012 4:47 PM
To: Elayne Doucette
Cc: Erica Salas
Subject: RE: Pay Station Bids

Hi Elayne,

We just wrapped up the evaluation committee meetings yesterday and I'm going through the calculations and looking over the ratings. We have a couple of things that need to be clarified before we can refer the evaluation to your department and I need your help.

1.) I'll need both Kevin and Vivian to write in comments in the evaluation forms to justify all the points allocated. Especially in areas where very little points were given in relation to the max amount. Keep in mind these comments will be public record when we are finished and I will have to defend our evaluation scores with these comments. Please have your department courier come to pick up the documents. Rating points cannot be changed. Only the exterior cabinet section (100 points) will need to be re-evaluated for Pacific Parking based on their base bid being a steel construction, zinc primer with powder coating.

5.1.4

Cabinet Interior

100

100-75

74-25

24-1

0

5.1.4.1

Internal doors and hinges sealed to prevent dust and water intrusion.

5.1.4.2

Stainless steel or aluminum cash vault area.

5.1.4.3

Design prevents unauthorized personnel from accessing coin or currency vaults. Routine maintenance functions can be performed without the removal of vaults.

2.) In reviewing the cost section – yesterday, I mistakenly added an extra \$1,000 per pay station to Pacific Parking’s bid because I was under the impression that the stainless steel exterior cabinet requirement was a minimum mandatory requirement, however in reviewing the bid docs, the stainless exterior steel cabinet is a “Desirable Feature”. Pacific Parking bid a steel exterior cabinet with a zinc primer and powder coating on top of that. In their cost proposal , they also have a section for stainless steel at a \$1,000 extra per pay station. I will be taking the \$1,000 per pay station out of the evaluation for Pacific Parking which will change the rating order of the vendors.

Once all these things have been clarified and we have a clean evaluation, I will be able to send you the evaluation summary and begin the award process.

Please call me if you have any questions.

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette
Sent: Tuesday, June 12, 2012 1:48 PM
To: Ted Lo
Subject: RE: Pay Station Bids

Hi Ted,

I'm checking in on the status of the evaluation process. How will it work from here? Will we need a recommendation to purchase this week to stay on schedule?

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Thursday, June 07, 2012 7:05 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

Sorry, my meeting lasted past 5pm yesterday.

We have our ISD evaluator in place and I'm quickly getting him up to speed. He should be ready for the Monday meeting and I'm assuming he will have some questions that we will iron out in the meeting.

Once I gather all the points from each and every evaluator we should have a recommendation to award by next week assuming "all goes well".

Please let me know if you have any other questions.

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette

Sent: Wednesday, June 06, 2012 3:40 PM

To: Ted Lo

Subject: RE: Pay Station Bids

Hi Ted. I just want to make sure you are all set with the third evaluator so that we can have a recommendation to award by next week. Let me know if there are any concerns.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Wednesday, June 06, 2012 9:08 AM
To: Ted Lo
Subject: RE: Pay Station Bids

I totally understand. Kevin and Vivian will see you on Monday morning.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, June 06, 2012 9:06 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

I'm sorry, this afternoon is not possible. I have a meeting this afternoon.

Thanks,

Ted Lo C.P.M. M.B.A.

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Email: ted.lo@isd.lacounty.gov

Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Elayne Doucette
Sent: Wednesday, June 06, 2012 8:25 AM
To: Ted Lo
Subject: FW: Pay Station Bids
Importance: High

Hi Ted, Both Kevin and Vivian have asked if there is any chance to complete the evaluation this afternoon instead of Monday. I realize this is short notice and you are very busy but wanted to ask if it is a possibility. Otherwise, we are on for Monday morning.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 11:46 AM
To: Erica Salas
Cc: Ted Lo; Vivian Paquin-Sanner; Kevin Fountain
Subject: RE: Pay Station Bids
Importance: High

This is to confirm that Vivian and Kevin will be at ISD on Monday, June 11th at 8am to complete the pay station bid evaluations along with the third evaluator from ISD.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 10:28 AM
To: Erica Salas
Cc: Ted Lo
Subject: FW: Pay Station Bids
Importance: High

Hi Erica,

I received Ted's out-of-office reply for this morning, so I am forwarding this email to you. Let me know if can address or if we should wait to hear from Ted.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, June 05, 2012 10:24 AM
To: Ted Lo
Subject: RE: Pay Station Bids
Importance: High

Hi Ted,

I heard you had a long day yesterday! After discussing with Kevin, I wanted to follow-up with you on a few items:

- Kevin indicated that there was not a third evaluator from ISD at the meeting yesterday. Do you still plan to have a third evaluator? Our Department always prefers to have at least one evaluator from another Department on our panels. Let me know the plan.

- We would like to schedule the follow-up meeting to complete the evaluations as soon as possible (not next week). Kevin and Vivian could be available as soon as this afternoon. We will clear their schedules to make this happen. Let me know what is possible.

Thank you,

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From: Ted Lo
Sent: Thursday, May 24, 2012 9:34 AM
To: Elayne Doucette
Subject: RE: Pay Station Bids

Hi Elayne,

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Have a great vacation!

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From: Elayne Doucette

Sent: Wednesday, May 23, 2012 6:12 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain; Andrew Hong

Subject: RE: Pay Station Bids

Andrew Hong of my staff will work Vivian to get you this information when Vivian returns from vacation next week. Will that work?

Note that I will be on vacation next week.

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, May 23, 2012 5:01 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain
Subject: RE: Pay Station Bids

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I need to get from you the average number of transactions per month per machine.

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From: Elayne Doucette

Sent: Wednesday, May 23, 2012 4:42 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain

Subject: RE: Pay Station Bids

Thanks Ted. I haven't spoken to Vivian and Kevin. I put it on their calendars and we will make it work unless we get back to you otherwise. In preparation for the June 4th meeting, you indicate that Vivian and Kevin should be prepared to go over whether the bidders met the minimum requirements. Should they completing an evaluation document or doing anything else prior to the meeting or will it all be done at the meeting?

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Elayne Doucette

From: Ted Lo
Sent: Wednesday, May 23, 2012 3:31 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas
Subject: RE: Pay Station Bids

Hi Elayne,

See below answers.

Ted Lo C.P.M. M.B.A.

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From: Elayne Doucette
Sent: Wednesday, May 23, 2012 11:25 AM
To: Ted Lo
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas
Subject: Pay Station Bids

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Thank you so much for your assistance on this project!

Thank you,

Elayne Doucette

From: Eric Sasaki
Sent: Monday, June 04, 2012 10:54 AM
To: Kevin Fountain
Subject: RE: Pay Station vendor bid security questions
Attachments: image001.jpg

Kevin, since these are CISO-driven requirements, I need to defer to Robert to answer them. I touched base with him this morning and he confirmed that he will respond to you. Please let me know if he does not, and I'll follow up.

Thanks,

Eric

From: Kevin Fountain
Sent: Thursday, May 31, 2012 5:08 PM
To: Eric Sasaki; Robert Pittman
Subject: Pay Station vendor bid security questions

One of our requirements was: "Proposer shall provide documented proof of their certification with FIPS 140-2 encryption."

We have received more than one response stating that FIPS does not apply to pay stations with some stating that they utilize RSA 1028 encryption. Is this an adequate response to meet the above requirement?

Also the vendors are at different levels of PCI DSS covered services per the Visa cisp list of pci dss compliant service providers document. So far in my review all are listing Payment Gateway, some are Payment Gateway/Switch, while a couple list additional services (e.g., Back Office Services, Payment Processing {Internet, POS}, Clearing & Settlement). Is Payment Gateway acceptable or must they provide some of the other services and if so which are required or desirable?

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Andrew Hong

Sent: Tuesday, May 29, 2012 1:29 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain; Elayne Doucette

Subject: RE: Pay Station Bids

Attachments: Parking Car counts by Lot - FY2007-2010 (Final) viv.xls; image004.jpg; image005.jpg; image006.jpg; image007.jpg

Good afternoon Ted,

Here is the information you requested. The attached schedule provides the annual car counts (=number of transactions) by parking lot. The car counts on the schedule are interchangeable with "number of transactions." Please let me know if you have questions.

Thank you,

Andrew Hong, CIA, CISA

From: Elayne Doucette
Sent: Wednesday, May 23, 2012 6:12 PM
To: Ted Lo
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain; Andrew Hong
Subject: RE: Pay Station Bids

Andrew Hong of my staff will work Vivian to get you this information when Vivian returns from vacation next week. Will that work?

Note that I will be on vacation next week.

Thank you,

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From: Ted Lo
Sent: Wednesday, May 23, 2012 5:01 PM

To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain
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You are very welcome.

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I need to get from you the average number of transactions per month per machine.

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From: Elayne Doucette
Sent: Wednesday, May 23, 2012 4:42 PM

To: Ted Lo
Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas; Kevin Fountain
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Subject: RE: Pay Station Bids

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Sent: Wednesday, May 23, 2012 11:25 AM

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Cc: Stefan Popescu; Vivian Paquin-Sanner; Erica Salas

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Thank you so much for your assistance on this project!

Thank you,

Elayne Doucette

From: Ted Lo
Sent: Wednesday, April 25, 2012 9:45 AM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Kevin Fountain; Erica Salas
Subject: DBH Pay Station RFP Posted
Attachments: image002.jpg; image003.jpg; ReferencesForVendorToFillOut.doc; RFP_IS_12255018.pdf; RFP_IS_12255018_Pay Station Insert3 21 12_ Attachment B CISO 042412_PDF.pdf; Pay Station and Back Office System Cost Proposal.xls; RFP_IS_12255018_pay station maps_Attachment A_Part2.pdf; RFP_IS_12255018_pay station maps_Attachment A_Part1.pdf; RFP_IS_12255018_Pay Station Specs_CISO_042412.doc

Attached are the docs that are now posted to our website.

When I receive questions on May 2nd, I will forward them to Stefan the next day per our schedule.

Please feel free to forward the attached to any vendors you feel would be able to bid.

Will anyone else be attending the job walk besides Stefan and me on May 9th?

Thanks,

Ted Lo C.P.M. M.B.A.

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From: Robert Pittman

Sent: Tuesday, April 24, 2012 12:27 PM

To: Kevin Fountain; Ted Lo

Cc: Eric Sasaki; Elayne Doucette

Subject: RE: DBH Pay Station RFP Docs FINAL

Attachments: RFP_IS_12255018_Pay Station Specs 4 17 12Final CISO 042412.doc;
RFP_IS_12255018_Pay Station Insert3 21 12_ Attachment B CISO 042312.doc; image001.jpg

Importance: High

Hi Ted,

B & H's Kevin Fountain, CIO's Eric Sasaki, and I had a discussion earlier today that resolved my concerns. The attached document item # 3.1.29 was deleted. My concerns are satisfied in Appendix B (attached) paragraphs 2.10, 3.1, and 3.2.

With this revision, all of us concur to proceed with the solicitation process.

Thanks for your assistance,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info/>> .

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From: Kevin Fountain
Sent: Monday, April 23, 2012 4:30 PM
To: Robert Pittman
Cc: Eric Sasaki; Elayne Doucette
Subject: FW: DBH Pay Station RFP Docs
Importance: High

Robert,

I am confused by your requirement that the payment-hosting service must reside within the domestic United States. Three months ago we discussed this requirement with regard to the primary vendors hosting in locations such as Australia and Canada. At the time you reviewed the security risks within these countries and determined that they have a lower risk than within the U.S. Can you elaborate on what has changed since that discussion? We are concerned as this may eliminate many of our preferred vendors.

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From: Vivian Paquin-Sanner
Sent: Monday, April 23, 2012 12:30 PM

To: Kevin Fountain
Subject: Fwd: DBH Pay Station RFP Docs

Fyi

Sent from my iPhone

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From: Ted Lo <TLo2@isd.lacounty.gov>
Date: April 23, 2012 12:15:02 PM PDT
To: Elayne Doucette <EDoucette@bh.lacounty.gov>, Vivian Paquin-Sanner <VPaquin-Sanner@bh.lacounty.gov>, Stefan Popescu <SPopescu@bh.lacounty.gov>
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Purchasing & Contracts Analyst II

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Office: 323-267-2207
Fax: 323-415-8661
Email: ted.lo@isd.lacounty.gov
Bid Website: <http://camisvr.co.la.ca.us/lacobids>

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To: Ted Lo
Cc: Robert Pittman
Subject: FW: DBH Pay Station RFP Docs

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Eric Sasaki: esasaki@cio.lacounty.gov
Senior Associate CIO
Chief Information Office, County of Los Angeles
w: 213.253.5623

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Sent: Monday, April 23, 2012 11:25 AM
To: Eric Sasaki
Subject: RE: DBH Pay Station RFP Docs

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Robert Pittman, MPA, CISM
Chief Information Security Officer
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World Trade Center
350 South Figueroa Street, Suite 188
Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office
bus: (562) 940-2724 Downey office
email: rpittman@cio.lacounty.gov

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Cc: Robert Pittman; Erica Salas; Stefan Popescu; Vivian Paquin-Sanner; Elayne Doucette
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Chief Information Office, County of Los Angeles

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[cid:image001.jpg@01CD1C8D.CA758BC0][cid:image002.jpg@01CD1C8D.CA758BC0]"Satisfied Customers... Our Number One Goal"

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Email: ted.lo@isd.lacounty.gov<<mailto:ted.lo@isd.lacounty.gov>>

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From: Ted Lo

Sent: Tuesday, April 17, 2012 3:12 PM

To: Robert Pittman

Cc: Erica Salas; Elayne Doucette; Stefan Popescu

Subject: DBH Pay Station RFP Docs

Importance: High

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<image001.jpg>

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<RFP_IS_12255018_Pay Station Insert3 21 12- Attachment B.doc>

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<RFP_IS_12255018.pdf>

<ReferencesForVendorToFillOut.doc>

<RFP_IS_12255018_Pay Station Specs 4 17 12Final.doc>

From: Elayne Doucette

Sent: Monday, April 23, 2012 5:33 PM

To: Ted Lo

Cc: Stefan Popescu; Vivian Paquin-Sanner; Kevin Fountain; 'esalas@isd.lacounty.gov.'

Subject:FW: DBH Pay Station RFP Docs

Attachments: RFP_IS_12255018_Pay Station Insert3 21 12_ Attachment B CISO 042312.doc; ATT00001.htm; RFP_IS_12255018_Pay Station Specs 4 17 12Final CISO 042312.doc; ATT00002.htm; image001.jpg

Importance: High

Hi Ted,

Unfortunately, the added comment from the CIO requiring payment-hosting services within the United States is a huge issue. We thought we had resolved this issue previously with the CIO. Kevin Fountain, our IT Manager, is trying to contact the CIO to discuss and hopefully resolve. We will need to hold off issuing the RFP until this is clarified. We will keep you posted.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Monday, April 23, 2012 4:30 PM
To: Robert Pittman
Cc: Eric Sasaki; Elayne Doucette
Subject: FW: DBH Pay Station RFP Docs
Importance: High

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From: Ted Lo
Sent: Wednesday, April 18, 2012 1:47 PM
To: Eric Sasaki
Cc: Robert Pittman; Erica Salas
Subject: RE: DBH Pay Station RFP Docs

Eric,

The time table is tentative and we can adjust.

Nothing much has changed since Robert last looked at it except for some formatting and sequencing. We had the department move things around, but the content has not changed.

Thanks,

Ted Lo C.P.M. M.B.A.
Purchasing & Contracts Analyst II

"Satisfied Customers... Our Number One Goal"
1100 N. Eastern Ave. – Rm. G115
Los Angeles, CA 90063
Office: 323-267-2207
Fax: 323-415-8661
Email: ted.lo@isd.lacounty.gov
Bid Website: <http://camisvr.co.la.ca.us/lacobids>

-----Original Message-----

From: Eric Sasaki
Sent: Wednesday, April 18, 2012 1:39 PM
To: Ted Lo
Cc: Robert Pittman
Subject: Re: DBH Pay Station RFP Docs

Ted, what's driving the timeline? 1-2 days to review without knowing what might have changed since we last saw the docs is challenging for both Robert and me.

Eric

On Apr 18, 2012, at 11:55 AM, "Ted Lo" <TL02@isd.lacounty.gov> wrote:

Hi Eric,

I didn't have your mail yesterday. See email below. We would like to get this approved and posted by tomorrow.

Thanks,

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

[cid:image001.jpg@01CD1C8D.CA758BC0][cid:image002.jpg@01CD1C8D.CA758BC0]"Satisfied Customers... Our Number One Goal"

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From: Ted Lo

Sent: Tuesday, April 17, 2012 3:12 PM

To: Robert Pittman

Cc: Erica Salas; Elayne Doucette; Stefan Popescu

Subject: DBH Pay Station RFP Docs

Importance: High

Hi Robert,

Attached are the final documentation for the above RFP as they would go out.

We are planning to post them to our website this Thursday (4/19/12) with your approval. Vendor questions are due back to me before 5/2/12 and the closing date of this bid is 5/21/12.

Please let me know if you see something that needs to be corrected or rectified before we post.

Thanks,

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

[cid:image001.jpg@01CD1C8D.CA758BC0][cid:image002.jpg@01CD1C8D.CA758BC0]"Satisfied Customers... Our Number One Goal"

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<image001.jpg>

<image002.jpg>

<Pay Station and Back Office System Cost Proposal.xls>

<RFP_IS_12255018_Pay Station Insert3 21 12- Attachment B.doc>

<RFP_IS_12255018_pay station maps_Attachment A.pdf>

<RFP_IS_12255018.pdf>

<ReferencesForVendorToFillOut.doc>

<RFP_IS_12255018_Pay Station Specs 4 17 12Final.doc>

From: Stefan Popescu
Sent: Thursday, April 19, 2012 10:43 AM
To: Brad Fleischer; Elayne Doucette
Cc: Vivian Paquin-Sanner; Kevin Fountain
Subject:FW: DBH Pay Station RFP - Job Walk
Attachments: Evaluation Worksheet.xls; image006.jpg; image005.jpg; image004.jpg; image003.jpg; image002.jpg; image001.jpg

Brad, Elayne,

Please note that we have settled with ISD over the specs and evaluation document. ISD's intention was to release the RFP today but the CIO has indicated (to ISD) that they need till the 25th to review the specs. This is going to put us off for another week.

Thank you,

Stefan Popescu

From: Stefan Popescu

Sent: Wednesday, April 18, 2012 3:28 PM
To: Ted Lo
Cc: Elayne Doucette; Erica Salas; Vivian Paquin-Sanner
Subject: RE: DBH Pay Station RFP - Job Walk

Ted, see the attached Evaluation worksheet. I made all the changes we've talked about.

Thank you,

Stefan Popescu

From: Ted Lo
Sent: Wednesday, April 18, 2012 10:57 AM
To: Vivian Paquin-Sanner
Cc: Elayne Doucette; Erica Salas; Stefan Popescu
Subject: RE: DBH Pay Station RFP - Job Walk

You welcome.

I look forward to working with you all.

Thanks,

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

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Office: 323-267-2207

Fax: 323-415-8661

Email: ted.lo@isd.lacounty.gov

Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Vivian Paquin-Sanner
Sent: Wednesday, April 18, 2012 10:56 AM
To: Ted Lo
Cc: Elayne Doucette; Erica Salas; Stefan Popescu
Subject: RE: DBH Pay Station RFP - Job Walk

Thank you Ted

Thank you

Vivian Sanner

310.305.9508

From: Ted Lo
Sent: Wednesday, April 18, 2012 10:45 AM
To: Vivian Paquin-Sanner

Cc: Elayne Doucette; Erica Salas; Stefan Popescu
Subject: RE: DBH Pay Station RFP - Job Walk

Thanks so much Vivian.

Got the job walk in the RFP for May 9th. 9:00am. I'll be there.

Here is the schedule that I have set:

5/2/12 Vendor questions to County – submission

5/3/12 Buyer to forward questions to Stefan (DBH)

5/9/12 Job walk - go over the answers from questions then tour the lots, answer more questions. We need to all agree on the # of bollards on this day for the vendors to bid apples to apples

5/21/12 RFP closes

Week of 5/28/12 evaluation committee meetings

Please have the van and the waivers ready for vendors to sign for 5/9/12.

At this point I'm still waiting on Robert Pittman from the CIO office to approve before I can release the RFP out on the street. Hope he does not delay, as we might need to push dates back if he does.

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

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Email: ted.lo@isd.lacounty.gov

Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Vivian Paquin-Sanner
Sent: Tuesday, April 17, 2012 5:33 PM
To: Ted Lo; Stefan Popescu
Cc: Elayne Doucette
Subject: RE: DBH Pay Station RFP - Job Walk

Hi Ted, here the information for the RFP. We can meet in the parking lot at that address and there is ample parking for everyone. May 9 at 9am at 13483 Fiji Way, Marina del Rey, CA 90292.

Thank you

Vivian Sanner

310.305.9508

From: Ted Lo
Sent: Tuesday, April 17, 2012 4:20 PM
To: Stefan Popescu
Cc: Vivian Paquin-Sanner; Elayne Doucette
Subject: RE: DBH Pay Station RFP - Job Walk

Hi Stefan,

Good talking to you today.

There are some details I will need on the job walk so I can inform vendors in the RFP.

Date: 5/10/12 (tentative date)

Location: I need the address of the location where we will meet the vendors. After signing in, we can load everybody in the van and start the tour from lot to lot.

Meeting place: Is there a landmark where we can meet at?

Please have the van scheduled to be there and also have the appropriate waiver forms ready.

Thanks,

Ted Lo C.P.M. M.B.A.

Purchasing & Contracts Analyst II

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Bid Website: <http://camisvr.co.la.ca.us/lacobids>

From: Stefan Popescu
Sent: Tuesday, April 17, 2012 1:32 PM
To: Ted Lo
Cc: Vivian Paquin-Sanner; Elayne Doucette; Erica Salas
Subject: RE: DBH Pay Station RFP

Ted,

Are you guys okay with the specs? Please note that we want to score by category not by line item. A scoring system by line item would be very cumbersome to develop also it would make it very difficult (and time consuming) for the evaluators to score.

Thank you,

Stefan Popescu, Contracts and Grants Manager

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-827-2301

email: spopescu@bh.lacounty.gov <<mailto:spopescu@bh.lacounty.gov>>

From: Erica Salas
Sent: Monday, April 16, 2012 4:13 PM
To: Elayne Doucette
Cc: Stefan Popescu; Vivian Paquin-Sanner; Ted Lo
Subject: RE: DBH Pay Station RFP

Elayne,

I'll review the updated docs. Ted Lo will be putting the RFP together and has already begun the draft. Our goal is to get CIO's final approval and to release the RFP by Thursday.

I will be out of the office most of the day tomorrow and Thursday, but Ted will be handling this. If anyone needs to discuss with ISD further, please contact Ted at (323) 267-2207 or tlo2@isd.lacounty.gov.

Thank you for all your help as well.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Monday, April 16, 2012 4:03 PM
To: Erica Salas
Cc: Stefan Popescu; Vivian Paquin-Sanner
Subject: RE: DBH Pay Station RFP

Erica, Attached is the updated spec document. I accepted your changes and answered your questions on the document. I tracked changes for info added or moved.. If anything is unclear, please contact Stefan and he will assist you for the rest of the week to keep this moving.

As far as the eval document, I answered the questions, but we are unclear about the request to further point breakdown. Do you want a point range for every line item on the document as this seems like it would be overkill? Stefan will complete whatever is needed.

As indicated previously we will get release forms signed so we can drive the proposers for the bidder's conference/job walk. Please let us know the date(s).

Maybe when I come back on Monday the RFP will be released! Thanks for all your help.

Thank you,

Elayne Doucette

From: Erica Salas

Sent: Monday, April 16, 2012 8:44 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I was referring to the three (3) items that you had listed under the "Back Office System" Evaluation @ 15%":

1. Flexibility of system – Ability for staff to program remotely
2. Standard (canned) reports availability, report generation flexibility and user friendliness, and ease of ad hoc reporting capability/ease of data manipulation
3. Ability to meet back office system specifications.

I wasn't sure if items 1 and 2 above were covered anywhere else in the spec. If not, then those items should be added to the "back office" section of the spec (item 5.2), so it is clear to vendors as to where they need to respond.

Let me know if you have any further questions. Thank you.

ERICA Q. SALAS

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Internal Services Department | Purchasing Division

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Monday, April 16, 2012 6:35 AM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Good Morning Erica,

I am still working towards having all revised documents to you today.

I think my remaining question is regarding you comment just before Section 4.0 which reads “ Are these items listed in the “Back Office” Section? If not, please add to that section instead of here.” What are you referring to with this comment?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, April 11, 2012 6:46 PM
To: Elayne Doucette
Cc: Stefan Popescu; Ted Lo
Subject: RE: DBH Pay Station RFP

Hi Elayne,

Here are our recommended changes for the Spec Sheet and Evaluation. I'm sorry we did not catch all of this earlier, but now that we're putting the final doc together, these things stand out a little more...Plus, I asked my buyer (Ted Lo) to help review, so his "fresh eyes" caught a few things as well.

I've tried to make as many changes as I could for you so that you'll just need to "accept" most of the changes, but there are a few questions/comments that I'm hoping you can address, which are in the right hand column in the spec and in RED in the eval sheet.

Please review and let me know if you want to discuss tomorrow. Thank you.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, April 11, 2012 5:04 PM
To: Erica Salas
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP

Thanks Erica. The sooner you can provide any recommended changes for our review the better. I will off most of next week beginning Monday afternoon. Please copy Stefan Popescu (copied on this email), on any emails as he will be assisting on this. This will be our top priority.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, April 11, 2012 2:25 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

The draft is taking a little longer than we anticipated. After doing a final review of the documents, we would like to recommend a few changes to the structure of the spec just so it flows better. We are not changing any requirements, but just want to move a few things around and clarify some of the headings/titles.

Additionally, the evaluation sheet needs a few revisions as well. I will send you our recommendations/proposed changes by tomorrow.

Thank you,

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, April 05, 2012 2:26 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Great!

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, April 05, 2012 2:12 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Thanks, Elayne. I'll keep Vivian's schedule in mind. And good to know that only the PO needs to be issued by June 30th. That takes A LOT of the pressure off...I'll send you the draft RFP as soon as it's available.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, April 05, 2012 1:43 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. At this point, we just need the PO issued by June 30th. The RFP is requesting installation within 90 days of PO issuance.

Note that Vivian Sanner who will both host the Bidders' Conference/walk through and be on the evaluation panel will be on vacation for one week beginning May 21st. If we stay on the timeframe below, it looks like this should be okay.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, April 05, 2012 9:47 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

Once we have completed draft, I will send to CIO for final approval (around middle of next week).

As far as a timeline, I estimate the bid will be released the week of April 16. Bidder's conference and mandatory job walk will follow approximately 3 weeks after release date. Bid will close approx. 2 weeks after conference.

What is the deadline for PO issuance...June 30th? Does the equipment need to be installed by a certain date or does the PO just need to be issued/encumbered?

Thank you,

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, April 04, 2012 3:09 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica,

Our Department has a new assigned CIO Analyst, Eric Sasaki, who replaced Gene Franklin. It should also go to Robert Pittman as he specifically asked for it.

Can you give us a general timeline at this point, including dates for RFP issuance, bidder's conference, proposal due dates, etc.?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Tuesday, April 03, 2012 3:26 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Thanks, Elayne – We'll make a final review of the documents and begin drafting the RFP. We typically send the purchase requests to the CIO Analyst (I believe yours is (Gene Franklin). Is there someone else at CIO that you need to have review the final RFP document?

ERICA Q. SALAS

Section Manager, Construction Acquisitions

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Internal Services Department | Purchasing Division

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Tuesday, April 03, 2012 3:23 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica,

Attached are the revised documents requested.

Note that we reworded and detailed all of the MRs in Section 3.1 and removed references to these requirements in further sections in the document. We eliminated the previous Section 5.0 – System Security, as all but two items were included in the Minimum Requirements. We moved the remaining items to another applicable section and renumbered the document where needed. We moved the 10% scoring for the previous Section 5.0 to Price, so that it is now 30%.

I believe that you should have also received the eCAPS Requisition from Shared Services, REQ# 989236.

Let us know if you will submit to the CIO for review or what else you need from us.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Tuesday, March 27, 2012 10:25 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

If it will not be further evaluated, then yes, it should be removed from the detailed sections of the SOW and the requirements should be clearly listed in the "minimum requirements" section.

Thank you,

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Tuesday, March 27, 2012 10:24 AM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica. We are trying to address your comments below as well as concerns with the MRs. Question: For anything that we have as an MR, should we remove it from the applicable detailed specification sections of the document as it will not be further evaluated?

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 26, 2012 4:07 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Wow. Thanks for getting to this so quickly!

You might have mentioned the 30% minimum for price at some point and I forgot; we will work to revise the scoring percentages as well as to further breakdown the points in each category on the evaluation worksheet. Also, we have submitted all the documents to the Auditor-Controller's Shared Services Division and are checking with them to see if there is an eCAPS requisition number yet.

I wanted to get you input regarding the scoring percentage related to "Ability to meet overall data security requirements". We currently have 10% assigned to this category. If you look at this section in detail, almost everything in it is also included as minimum requirements based on input we received from the CIO. If this is how the CIO wants to keep it upon their final review, would it be reasonable to remove scoring completely from the "Ability to meet overall data security requirements"? We were considering this previously and this would be an easy fix to just move that 10% to price.

Let me know your thoughts on this issue. We hope to have answers to your questions tomorrow.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, March 26, 2012 3:39 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I have reviewed the RFP documents and have a couple additional comments:

- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.
- 2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know.
Thank you!

ERICA Q. SALAS

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, March 21, 2012 10:02 AM
To: Erica Salas
Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 19, 2012 4:54 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

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Internal Services Department | Purchasing Division

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, March 15, 2012 4:53 PM
To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to move forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Friday, March 09, 2012 8:42 AM
To: 'esalas@isd.lacounty.gov.'
Subject: FW: DBH Pay Station & Beach WiFi

Importance: High

Hi Erica. We received the email below for the CIO. They had only the minor changes in the attached documents that will be no problem to make. Is this adequate documentation for you to proceed? I am preparing one master red-lined document with changes since you last reviewed which are not substantial.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info/>> .

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Monday, April 16, 2012 9:37 AM
To: Elayne Doucette
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP
Attachments: image001.jpg

I have provided the answers in red below the bullet points

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, April 16, 2012 6:35 AM
To: Kevin Fountain
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP

Thanks you so much Kevin for putting in the extra effort to review this. I really appreciate it.

I have gone through everything and the revised documents in process are attached. There are just a few things bulleted below low that I need further input from you ond. I know it is a lot to ask, but if you could get to this asap this morning I would really appreciate it.

Pay Station Specs (1st document attached)

* 2.10 (now numbered 2.9) – Please identify for me which item(s) in Section 3 or other that we will use this to evaluate for (ISD just wants us to cross reference this)

Use 3.1.12 for this item.

* 3.1.22 – Is this minimum requirement different than 5.2.2.1 and 5.2.2.2? If so, we will leave as is. If not, we should delete 5.2.2.1 and 5.1.2.2.2 so that it is not evaluated twice (sorry if I asked this question before).

3.1.22 is a minimum requirement but we were not permitted to request certificates or attachments in this section. So we are referencing 5.2.2.1 and 5.2.2.2 to obtain the documents.

* 5.2.2.1 – See ISDs question just above 5.2.2.1. ISD is asking if we need to have the proposer specify how the credit card information is processed (e.g., batch, real-time) if 5.2.2.1 requires real time processing. Did we want to take out or can we clarify further. Are we asking them to explain what happens if real-time processing goes down?

Yes, if Real Time processing is down does the system switch to a batch processing or to cash only.

* ISD moved the sections below, previously in Section 2 to the beginning of Section 5.2.2 – Credit Card Processing. Are these items that we would like to assign points for?

Proposer shall specify and describe the type of network protocols used for transmitting credit card data and payment data.

Proposer shall identify the security protections used for data-at-rest (e.g., database and parking meters) for all devices used for a credit card transaction.

Proposer shall specify the type and name of the database used on the back end.

Proposer shall specify how the credit card information is processed (e.g., batch, real-time).

The scoring that was already assigned to the section should be adequate.

Evaluation Document (2nd file attached)

* ISD is requesting a further breakdown of the point allocations between each items in each section. Although the document may change slightly with things moving around, please provide a general breakdown of how you would allocate the points under the various line items in areas applicable to IT (eg. How would you further recommend breaking down the 1500 points in 5.2 Back Office, etc.)

We should just sit down together and workout the numbers.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Thursday, April 12, 2012 6:24 PM
To: Elayne Doucette
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP

Sorry for the late response. I have been in meetings and assisting Andrew all afternoon.

Here are my responses to the proposed changes to the Pay Station Specs:

2.10 – This is a direct request from the CISO. He wanted this information provided as part of the security review.

2.11 through 2.14 – Moving to section 4.2.2 is OK.

3.1.22 - The proof (certificates, etc.) are requested in sections 4.2.2.1 & 4.2.2.2.

The original 2.14 requirement is to understand what the system supports (batch, real time). If the real time is down does the system revert to batch or only accept cash. Based on the answer we can determine the operating capabilities. (See the ISD comment above 4.2.2.1).

I agree with the partial credit card number on the receipt but it is your call.

I did not have time to review the Evaluation Worksheet nor the Vendor Reference form. I will look at these first thing on Monday.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, April 11, 2012 10:12 PM
To: Kevin Fountain
Cc: Stefan Popescu
Subject: FW: DBH Pay Station RFP

Hi Kevin,

We received ISD's comments and questions indicated on the attached document. Many of them relate to security/credit cards. Please review and let me know any concerns with ISD's changes that relate to these areas as well as answer any applicable questions. If you could provide me with your input tomorrow that would be great. I really want to get this back to ISD by Monday as I will be off the rest of the week.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, April 11, 2012 6:46 PM
To: Elayne Doucette
Cc: Stefan Popescu; Ted Lo
Subject: RE: DBH Pay Station RFP

Hi Elayne,

Here are our recommended changes for the Spec Sheet and Evaluation. I'm sorry we did not catch all of this earlier, but now that we're putting the final doc together, these things stand out a little more...Plus, I asked my buyer (Ted Lo) to help review, so his "fresh eyes" caught a few things as well.

I've tried to make as many changes as I could for you so that you'll just need to "accept" most of the changes, but there are a few questions/comments that I'm hoping you can address, which are in the right hand column in the spec and in RED in the eval sheet.

Please review and let me know if you want to discuss tomorrow. Thank you.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <mailto:esalas@isd.lacounty.gov>

From: Elayne Doucette
Sent: Wednesday, April 11, 2012 5:04 PM
To: Erica Salas
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP

Thanks Erica. The sooner you can provide any recommended changes for our review the better. I will off most of next week beginning Monday afternoon. Please copy Stefan Popescu (copied on this email), on any emails as he will be assisting on this. This will be our top priority.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, April 11, 2012 2:25 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

The draft is taking a little longer than we anticipated. After doing a final review of the documents, we would like to recommend a few changes to the structure of the spec just so it flows better. We are not changing any requirements, but just want to move a few things around and clarify some of the headings/titles.

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Thank you,

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Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, April 05, 2012 2:26 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Great!

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, April 05, 2012 2:12 PM
To: Elayne Doucette
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Thanks, Elayne. I'll keep Vivian's schedule in mind. And good to know that only the PO needs to be issued by June 30th. That takes A LOT of the pressure off...I'll send you the draft RFP as soon as it's available.

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Sent: Thursday, April 05, 2012 1:43 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. At this point, we just need the PO issued by June 30th. The RFP is requesting installation within 90 days of PO issuance.

Note that Vivian Sanner who will both host the Bidders' Conference/walk through and be on the evaluation panel will be on vacation for one week beginning May 21st. If we stay on the timeframe below, it looks like this should be okay.

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As far as a timeline, I estimate the bid will be released the week of April 16. Bidder's conference and mandatory job walk will follow approximately 3 weeks after release date. Bid will close approx. 2 weeks after conference.

What is the deadline for PO issuance...June 30th? Does the equipment need to be installed by a certain date or does the PO just need to be issued/encumbered?

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To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica,

Our Department has a new assigned CIO Analyst, Eric Sasaki, who replaced Gene Franklin. It should also go to Robert Pittman as he specifically asked for it.

Can you give us a general timeline at this point, including dates for RFP issuance, bidder's conference, proposal due dates, etc.?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Tuesday, April 03, 2012 3:26 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Thanks, Elayne – We'll make a final review of the documents and begin drafting the RFP. We typically send the purchase requests to the CIO Analyst (I believe yours is (Gene Franklin). Is there someone else at CIO that you need to have review the final RFP document?

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From: Elayne Doucette
Sent: Tuesday, April 03, 2012 3:23 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica,

Attached are the revised documents requested.

Note that we reworded and detailed all of the MRs in Section 3.1 and removed references to these requirements in further sections in the document. We eliminated the previous Section 5.0 – System Security, as all but two items were included in the Minimum Requirements. We moved the remaining items to another applicable section and renumbered the document where needed. We moved the 10% scoring for the previous Section 5.0 to Price, so that it is now 30%.

I believe that you should have also received the eCAPS Requisition from Shared Services, REQ # 989236.

Let us know if you will submit to the CIO for review or what else you need from us.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Tuesday, March 27, 2012 10:25 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

If it will not be further evaluated, then yes, it should be removed from the detailed sections of the SOW and the requirements should be clearly listed in the "minimum requirements" section.

Thank you,

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Email: esalas@isd.lacounty.gov <mailto:esalas@isd.lacounty.gov>

From: Elayne Doucette
Sent: Tuesday, March 27, 2012 10:24 AM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica. We are trying to address your comments below as well as concerns with the MRs. Question: For anything that we have as an MR, should we remove it from the applicable detailed specification sections of the document as it will not be further evaluated?

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 26, 2012 4:07 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Wow. Thanks for getting to this so quickly!

You might have mentioned the 30% minimum for price at some point and I forgot; we will work to revise the scoring percentages as well as to further breakdown the points in each category on the evaluation worksheet. Also, we have submitted all the documents to the Auditor-Controller's Shared Services Division and are checking with them to see if there is an eCAPS requisition number yet.

I wanted to get you input regarding the scoring percentage related to "Ability to meet overall data security requirements". We currently have 10% assigned to this category. If you look at this section in detail, almost everything in it is also included as minimum requirements based on input we received from the CIO. If this is how the CIO wants to keep it upon their final review, would it be reasonable to remove scoring completely from the "Ability to meet overall data security requirements"? We were considering this previously and this would be an easy fix to just move that 10% to price.

Let me know your thoughts on this issue. We hope to have answers to your questions tomorrow.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, March 26, 2012 3:39 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I have reviewed the RFP documents and have a couple additional comments:

- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.
- 2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know.
Thank you!

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Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Wednesday, March 21, 2012 10:02 AM

To: Erica Salas

Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 19, 2012 4:54 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

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Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, March 15, 2012 4:53 PM
To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to move forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Friday, March 09, 2012 8:42 AM
To: 'esalas@isd.lacounty.gov.'
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica. We received the email below for the CIO. They had only the minor changes in the attached documents that will be no problem to make. Is this adequate documentation for you to proceed? I am preparing one master red-lined document with changes since you last reviewed which are not substantial.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info/>> .

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, April 16, 2012 6:35 AM
To: Kevin Fountain
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP
Attachments: Pay Station Specs 4 12 12.doc; Pay Station Evaluation Worksheet-4 16 12.xls; image001.jpg

Thanks you so much Kevin for putting in the extra effort to review this. I really appreciate it.

I have gone through everything and the revised documents in process are attached. There are just a few things bulleted below that I need further input from you on. I know it is a lot to ask, but if you could get to this asap this morning I would really appreciate it.

Pay Station Specs (1st document attached)

* 2.10 (now numbered 2.9) – Please identify for me which item(s) in Section 3 or other that we will use this to evaluate for (ISD just wants us to cross reference this)

* 3.1.22 – Is this minimum requirement different than 5.2.2.1 and 5.2.2.2? If so, we will leave as is. If not, we should delete 5.2.2.1 and 5.1.2.2.2 so that it is not evaluated twice (sorry if I asked this question before).

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From: Elayne Doucette
Sent: Tuesday, March 27, 2012 10:24 AM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica. We are trying to address your comments below as well as concerns with the MRs. Question: For anything that we have as an MR, should we remove it from the applicable detailed specification sections of the document as it will not be further evaluated?

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 26, 2012 4:07 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Wow. Thanks for getting to this so quickly!

You might have mentioned the 30% minimum for price at some point and I forgot; we will work to revise the scoring percentages as well as to further breakdown the points in each category on the evaluation worksheet. Also, we have submitted all the documents to the Auditor-Controller's Shared Services Division and are checking with them to see if there is an eCAPS requisition number yet.

I wanted to get you input regarding the scoring percentage related to "Ability to meet overall data security requirements". We currently have 10% assigned to this category. If you look at this section in detail, almost everything in it is also included as minimum requirements based on input we received from the CIO. If this is how the CIO wants to keep it upon their final review, would it be reasonable to remove scoring completely from the "Ability to meet overall data security requirements"? We were considering this previously and this would be an easy fix to just move that 10% to price.

Let me know your thoughts on this issue. We hope to have answers to your questions tomorrow.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, March 26, 2012 3:39 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I have reviewed the RFP documents and have a couple additional comments:

- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.
- 2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know.
Thank you!

ERICA Q. SALAS

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County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <mailto:esalas@isd.lacounty.gov>

From: Elayne Doucette
Sent: Wednesday, March 21, 2012 10:02 AM
To: Erica Salas
Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 19, 2012 4:54 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette

Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Thursday, March 15, 2012 4:53 PM

To: Erica Salas

Subject: FW: DBH Pay Station & Beach WiFi

Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to move forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Friday, March 09, 2012 8:42 AM
To: 'esalas@isd.lacounty.gov.'
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica. We received the email below for the CIO. They had only the minor changes in the attached documents that will be no problem to make. Is this adequate documentation for you to proceed? I am preparing one master red-lined document with changes since you last reviewed which are not substantial.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info/>> .

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, April 11, 2012 10:12 PM
To: Kevin Fountain
Cc: Stefan Popescu
Subject:FW: DBH Pay Station RFP
Attachments: Pay Station Specs_rev 04-11-12.doc; Pay Station Evaluation Worksheet-4-11-12.xls;
Vendor Reference Form.doc; image001.jpg

Hi Kevin,

We received ISD's comments and questions indicated on the attached document. Many of them relate to security/credit cards. Please review and let me know any concerns with ISD's changes that relate to these areas as well as answer any applicable questions. If you could provide me with your input tomorrow that would be great. I really want to get this back to ISD by Monday as I will be off the rest of the week.

Thank you,

Elayne Doucette

From: Erica Salas

Sent: Wednesday, April 11, 2012 6:46 PM
To: Elayne Doucette
Cc: Stefan Popescu; Ted Lo
Subject: RE: DBH Pay Station RFP

Hi Elayne,

Here are our recommended changes for the Spec Sheet and Evaluation. I'm sorry we did not catch all of this earlier, but now that we're putting the final doc together, these things stand out a little more...Plus, I asked my buyer (Ted Lo) to help review, so his "fresh eyes" caught a few things as well.

I've tried to make as many changes as I could for you so that you'll just need to "accept" most of the changes, but there are a few questions/comments that I'm hoping you can address, which are in the right hand column in the spec and in RED in the eval sheet.

Please review and let me know if you want to discuss tomorrow. Thank you.

ERICA Q. SALAS

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County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Wednesday, April 11, 2012 5:04 PM
To: Erica Salas
Cc: Stefan Popescu
Subject: RE: DBH Pay Station RFP

Thanks Erica. The sooner you can provide any recommended changes for our review the better. I will off most of next week beginning Monday afternoon. Please copy Stefan Popescu (copied on this email), on any emails as he will be assisting on this. This will be our top priority.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, April 11, 2012 2:25 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

The draft is taking a little longer than we anticipated. After doing a final review of the documents, we would like to recommend a few changes to the structure of the spec just so it flows better. We are not changing any requirements, but just want to move a few things around and clarify some of the headings/titles.

Additionally, the evaluation sheet needs a few revisions as well. I will send you our recommendations/proposed changes by tomorrow.

Thank you,

ERICA Q. SALAS

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, April 05, 2012 2:26 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Great!

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, April 05, 2012 2:12 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Thanks, Elayne. I'll keep Vivian's schedule in mind. And good to know that only the PO needs to be issued by June 30th. That takes A LOT of the pressure off...I'll send you the draft RFP as soon as it's available.

ERICA Q. SALAS

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, April 05, 2012 1:43 PM
To: Erica Salas

Subject: RE: DBH Pay Station RFP

Thanks Erica. At this point, we just need the PO issued by June 30th. The RFP is requesting installation within 90 days of PO issuance.

Note that Vivian Sanner who will both host the Bidders' Conference/walk through and be on the evaluation panel will be on vacation for one week beginning May 21st. If we stay on the timeframe below, it looks like this should be okay.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, April 05, 2012 9:47 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

Once we have completed draft, I will send to CIO for final approval (around middle of next week).

As far as a timeline, I estimate the bid will be released the week of April 16. Bidder's conference and mandatory job walk will follow approximately 3 weeks after release date. Bid will close approx. 2 weeks after conference.

What is the deadline for PO issuance...June 30th? Does the equipment need to be installed by a certain date or does the PO just need to be issued/encumbered?

Thank you,

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, April 04, 2012 3:09 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica,

Our Department has a new assigned CIO Analyst, Eric Sasaki, who replaced Gene Franklin. It should also go to Robert Pittman as he specifically asked for it.

Can you give us a general timeline at this point, including dates for RFP issuance, bidder's conference, proposal due dates, etc.?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Tuesday, April 03, 2012 3:26 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Thanks, Elayne – We'll make a final review of the documents and begin drafting the RFP. We typically send the purchase requests to the CIO Analyst (I believe yours is (Gene Franklin). Is there someone else at CIO that you need to have review the final RFP document?

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Email: esalas@isd.lacounty.gov <mailto:esalas@isd.lacounty.gov>

From: Elayne Doucette
Sent: Tuesday, April 03, 2012 3:23 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Hi Erica,

Attached are the revised documents requested.

Note that we reworded and detailed all of the MRs in Section 3.1 and removed references to these requirements in further sections in the document. We eliminated the previous Section 5.0 – System Security, as all but two items were included in the Minimum Requirements. We moved the remaining items to another applicable section and renumbered the document where needed. We moved the 10% scoring for the previous Section 5.0 to Price, so that it is now 30%.

I believe that you should have also received the eCAPS Requisition from Shared Services, REQ # 989236.

Let us know if you will submit to the CIO for review or what else you need from us.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Tuesday, March 27, 2012 10:25 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

If it will not be further evaluated, then yes, it should be removed from the detailed sections of the SOW and the requirements should be clearly listed in the “minimum requirements” section.

Thank you,

ERICA Q. SALAS

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I wanted to get you input regarding the scoring percentage related to “Ability to meet overall data security requirements”. We currently have 10% assigned to this category. If you look at this section in detail, almost everything in it is also included as minimum requirements based on input we received from the CIO. If this is how the CIO wants to keep it upon their final review, would it be reasonable to remove scoring completely from the “Ability to meet overall data security requirements”? We were considering this previously and this would be an easy fix to just move that 10% to price.

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To: Elayne Doucette
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- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.

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Sent: Thursday, March 15, 2012 4:53 PM
To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

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Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

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Thank you,

Elayne Doucette

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Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
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Importance: High

Kevin,

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Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, March 28, 2012 4:35 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP
Attachments: image001.jpg

Thanks Kevin. You are correct on the other scoring components.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Wednesday, March 28, 2012 4:24 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

The following are not duplicative as the vendor needs to supply proof or other certification:

4.1.9.5, 4.1.12.3, 4.2.2.1, and 4.2.2.2

I did not see 4.2.2.3 included in the Minimum Requirements section. For 4.1.11.1, this is essentially the same as 3.1.3.

The scoring looks reasonable. Does this mean that Pricing is 3000 points; Desirable Features 2000 points; and References 1000 points?

Thank you,

Kevin Fountain

From: Elayne Doucette

Sent: Wednesday, March 28, 2012 3:50 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP

Kevin, Attached is what the document looks like now. A few more questions:

* I am trying to remove anything that is in the minimum requirements from the remaining sections. Can you look at the following sections (or any others that you identify) and tell me if you think they are duplicative and should be removed: 4.1.9.5, 4.1.11.1, 4.1.12.3, 4.2.2.1, 4.2.2.2 and 4.2.2.3

* ISD wants us to further breakdown how we will do the scoring (so that it will be easier for you evaluators). I would appreciate any input on the draft scoring breakdown below. If you look at the attached, some sections have more requirements than others and some are more important than others.

4.0

System Specifications - Total 1500 points

4.1

Pay Station Configuration –

150

4.1.2

Cabinet Exterior

150

4.1.3

External Display Panel

150

4.1.4

Cabinet Interior

100

4.1.5

Coin Validator

100

4.1.6

Coin Canister

100

4.1.7

Currency (Bill) Acceptor

100

4.1.8

Currency (Bill) Stacker

100

4.1.9

Card Reader

100

4.1.10

Printer

150

4.1.11

Central Processor Unit

100

4.1.12

Wireless two-way communications

100

4.1.13

Internal Components

100

4.2

Back Office System Specifications – Total 1500 points

4.2.1

Web Hosting

300

4.2.2

Credit Card Payment Processing

200

4.2.3

Equipment Monitoring

300

4.2.4

Reports

400

4.2.5

Back Office Data Storage

300

Installation, Technical Assistance and Warranty – 1000 points

5.0

Installation

250

6.0

Training and Technical Support

250

7.0

Warranty

500

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Wednesday, March 28, 2012 12:47 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Elayne, I corrected spelling/grammar errors for the following two itmes.

3.1.6

Proposer is compliant with PCI DSS standards which have been confirmed by a Qualified Security Assessor, Payment Application Qualified Security Assessor, or VISA/MASTERCARD.

3.1.22

All databases of transactions, users, reports, etc. are secured by means of passwords from unauthorized entry and tampering both within and outside the Back Office system.

Everything looks fine including the placement of items 5.7 & 5.16. The revision to the minimum requirements did not change the fact that the vendor must meet all of them, so the placement and content are correct. If a vendor does not meet one of these minimum requirements then they are not qualified to participate.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, March 28, 2012 11:59 AM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP
Importance: High

Kevin,

I have revised the attached to move the reworded items below to the Minimum Requirements. Once I deleted these items from Section 5 – System Security, there were only two items left, 5.7 and 5.16. I moved both of these items to the Back Office –Section 4.2 and deleted Section 5 entirely. I left them numbered as 5.7 and 5.16 under Section 4.2 so that you could see them. If you could please do two things:

* Review the revised minimum requirements Sections 3.1.6 through 3.1.22. Can you say that if a proposed vendor did not have any one of these items, they should not be considered as a potential vendor? If you can, it is appropriately in Minimum Requirements. If you can't, we should discuss moving elsewhere.

* Review where Section 5.7 and 5.16 under Section 4.2. Please let me know if these are correctly placed before I renumbered. It also seems close to other requirements, so if you want to reword or deleted, please let me know.

If you could look at this asap I would really appreciate it.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 1:28 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

I agree with your suggestion that we change the minimum requirements to only reference those items that were re-worded. We can still weigh the qualifications based on the requirements not included in the minimum requirements list. I believe the wording for 2.18 should be sufficient. I agree that these 17 items should appear in the Minimum Requirements section. Those that originally requested supporting material should also be duplicated in their original section with the original wording. We can submit it to Robert for his approval but should proceed with ISD in case either group has more changes. If things get really hung up we can schedule a teleconference to include both Robert and Erica.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, March 27, 2012 10:39 AM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP

Kevin, The revisions look good although I know that ISD would prefer to pair the list down further. I am not sure about 2.18. I clarified with ISD that if we put something in the MR, we should take it out

entirely from the detailed specification section. Should we proceed with including the 17 items you have listed below as MRs and take them out of Section 5 entirely, or should we get the CIO's input at this point? I think we are okay to leave anything we would like in Section 2 as that is merely a list of what we want included with the bid.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 10:09 AM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: RE: DBH Pay Station RFP

Here is my preliminary pass at rewording some of these? For example, everything below can be part of section 2 and the ones left out (2.12, 2.13, 2.14, 2.19) can be part of section 5(?). I would renumber the section 5 items below to become part of section 2.

2.15

Proposer is compliant with PCI DSS standards which has been confirmed by a Qualified Security Assessor, Payment Application Qualified Security Assessor, or VISA/MASTERCARD.

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Proposer is currently certified under the PCI PED/PTS standard.

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All databases of transactions, users, reports, etc. are secured by means of passwords from unauthorized entry and tampering both within or outside the Back Office system.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, March 27, 2012 9:10 AM
To: Kevin Fountain
Subject: DBH Pay Station RFP
Importance: High

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The referenced sections in the MRs indicate:

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Proposer shall specify how the credit card information is processed (e.g., batch, real-time).

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Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, March 26, 2012 5:46 PM
To: Kevin Fountain
Subject: FW: DBH Pay Station RFP
Importance: High

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Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, March 26, 2012 3:39 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I have reviewed the RFP documents and have a couple additional comments:

- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.
- 2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know.
Thank you!

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, March 21, 2012 10:02 AM
To: Erica Salas
Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

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From: Elayne Doucette
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Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

ERICA Q. SALAS

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Internal Services Department | Purchasing Division

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Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, March 15, 2012 4:53 PM
To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to move forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Friday, March 09, 2012 8:42 AM
To: 'esalas@isd.lacounty.gov.'

Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica. We received the email below for the CIO. They had only the minor changes in the attached documents that will be no problem to make. Is this adequate documentation for you to proceed? I am preparing one master red-lined document with changes since you last reviewed which are not substantial.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
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“Improving County Services Through E-Commerce”

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, March 28, 2012 3:50 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP
Attachments: Pay Station Specs 3 28 12 master.doc; image001.jpg

Kevin, Attached is what the document looks like now. A few more questions:

* I am trying to remove anything that is in the minimum requirements from the remaining sections. Can you look at the following sections (or any others that you identify) and tell me if you think they are duplicative and should be removed: 4.1.9.5, 4.1.11.1, 4.1.12.3, 4.2.2.1, 4.2.2.2 and 4.2.2.3

* ISD wants us to further breakdown how we will do the scoring (so that it will be easier for you evaluators). I would appreciate any input on the draft scoring breakdown below. If you look at the attached, some sections have more requirements than others and some are more important than others.

4.0

System Specifications - Total 1500 points

4.1

Pay Station Configuration –

150

4.1.2

Cabinet Exterior

150

4.1.3

External Display Panel

150

4.1.4

Cabinet Interior

100

4.1.5

Coin Validator

100

4.1.6

Coin Canister

100

4.1.7

Currency (Bill) Acceptor

100

4.1.8

Currency (Bill) Stacker

100

4.1.9

Card Reader

100

4.1.10

Printer

150

4.1.11

Central Processor Unit

100

4.1.12

Wireless two-way communications

100

4.1.13

Internal Components

100

4.2

Back Office System Specifications – Total 1500 points

4.2.1

Web Hosting

300

4.2.2

Credit Card Payment Processing

200

4.2.3

Equipment Monitoring

300

4.2.4

Reports

400

4.2.5

Back Office Data Storage

300

Installation, Technical Assistance and Warranty – 1000 points

5.0

Installation

250

6.0

Training and Technical Support

250

7.0

Warranty

500

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Wednesday, March 28, 2012 12:47 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Elayne, I corrected spelling/grammar errors for the following two itmes.

3.1.6

Proposer is compliant with PCI DSS standards which have been confirmed by a Qualified Security Assessor, Payment Application Qualified Security Assessor, or VISA/MASTERCARD.

3.1.22

All databases of transactions, users, reports, etc. are secured by means of passwords from unauthorized entry and tampering both within and outside the Back Office system.

Everything looks fine including the placement of items 5.7 & 5.16. The revision to the minimum requirements did not change the fact that the vendor must meet all of them, so the placement and content are correct. If a vendor does not meet one of these minimum requirements then they are not qualified to participate.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, March 28, 2012 11:59 AM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP
Importance: High

Kevin,

I have revised the attached to move the reworded items below to the Minimum Requirements. Once I deleted these items from Section 5 – System Security, there were only two items left, 5.7 and 5.16. I moved both of these items to the Back Office –Section 4.2 and deleted Section 5 entirely. I left them numbered as 5.7 and 5.16 under Section 4.2 so that you could see them. If you could please do two things:

* Review the revised minimum requirements Sections 3.1.6 through 3.1.22. Can you say that if a proposed vendor did not have any one of these items, they should not be considered as a potential vendor? If you can, it is appropriately in Minimum Requirements. If you can't, we should discuss moving elsewhere.

* Review where Section 5.7 and 5.16 under Section 4.2. Please let me know if these are correctly placed before I renumbered. It also seems close to other requirements, so if you want to reword or deleted, please let me know.

If you could look at this asap I would really appreciate it.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 1:28 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

I agree with your suggestion that we change the minimum requirements to only reference those items that were re-worded. We can still weigh the qualifications based on the requirements not included in the minimum requirements list. I believe the wording for 2.18 should be sufficient. I agree that these 17 items should appear in the Minimum Requirements section. Those that originally requested supporting material should also be duplicated in their original section with the original wording. We can submit it to Robert for his approval but should proceed with ISD in case either group has more changes. If things get really hung up we can schedule a teleconference to include both Robert and Erica.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, March 27, 2012 10:39 AM
To: Kevin Fountain
Subject: RE: DBH Pay Station RFP

Kevin, The revisions look good although I know that ISD would prefer to pair the list down further. I am not sure about 2.18. I clarified with ISD that if we put something in the MR, we should take it out entirely from the detailed specification section. Should we proceed with including the 17 items you have listed below as MRs and take them out of Section 5 entirely, or should we get the CIO's input at this point? I think we are okay to leave anything we would like in Section 2 as that is merely a list of what we want included with the bid.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 10:09 AM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: RE: DBH Pay Station RFP

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Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Thursday, March 15, 2012 4:53 PM

To: Erica Salas

Subject: FW: DBH Pay Station & Beach WiFi

Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to mover forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Friday, March 09, 2012 8:42 AM
To: 'esalas@isd.lacounty.gov.'
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica. We received the email below for the CIO. They had only the minor changes in the attached documents that will be no problem to make. Is this adequate documentation for you to proceed? I am preparing one master red-lined document with changes since you last reviewed which are not substantial.

Thank you,

Elayne Doucette

From: Robert Pittman

Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, March 28, 2012 11:59 AM
To: Kevin Fountain

Subject:RE: DBH Pay Station RFP

Attachments: Pay Station Specs 3 28 12 master.doc; image001.jpg

Importance: High

Kevin,

I have revised the attached to move the reworded items below to the Minimum Requirements. Once I deleted these items from Section 5 – System Security, there were only two items left, 5.7 and 5.16. I moved both of these items to the Back Office –Section 4.2 and deleted Section 5 entirely. I left them numbered as 5.7 and 5.16 under Section 4.2 so that you could see them. If you could please do two things:

* Review the revised minimum requirements Sections 3.1.6 through 3.1.22. Can you say that if a proposed vendor did not have any one of these items, they should not be considered as a potential vendor? If you can, it is appropriately in Minimum Requirements. If you can't, we should discuss moving elsewhere.

* Review where Section 5.7 and 5.16 under Section 4.2. Please let me know if these are correctly placed before I renumbered. It also seems close to other requirements, so if you want to reword or deleted, please let me know.

If you could look at this asap I would really appreciate it.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 1:28 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

I agree with your suggestion that we change the minimum requirements to only reference those items that were re-worded. We can still weigh the qualifications based on the requirements not included in the minimum requirements list. I believe the wording for 2.18 should be sufficient. I agree that these 17 items should appear in the Minimum Requirements section. Those that originally requested supporting material should also be duplicated in their original section with the original wording. We can submit it to Robert for his approval but should proceed with ISD in case either group has more changes. If things get really hung up we can schedule a teleconference to include both Robert and Erica.

Thank you,

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Sent: Tuesday, March 27, 2012 10:39 AM
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All databases of transactions, users, reports, etc. are secured by means of passwords from unauthorized entry and tampering both within or outside the Back Office system.

Thank you,

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From: Elayne Doucette

Sent: Tuesday, March 27, 2012 9:10 AM
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Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 7:31 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

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Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, March 26, 2012 5:46 PM
To: Kevin Fountain
Subject: FW: DBH Pay Station RFP
Importance: High

Kevin,

We have received initial comments from ISD. In discussing with Erica Salas, she wants us to revise the Minimum Requirements (MRs) related to security which currently state:

“Proposer submittal must meet minimum security standards of the Los Angeles County Chief Information Office based on review of RFP Sections 2.12 through 2.19, 4.1.9.5, 4.1.9.7, 5.1 through 5.6, 5.8 through 5.11, and 5.13 through 5.15. “

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Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, March 26, 2012 3:39 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I have reviewed the RFP documents and have a couple additional comments:

- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.
- 2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know.

Thank you!

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, March 21, 2012 10:02 AM
To: Erica Salas
Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 19, 2012 4:54 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

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Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

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To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

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Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

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If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

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Robert Pittman, MPA, CISM

Chief Information Security Officer

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From: Elayne Doucette
Sent: Tuesday, March 27, 2012 1:30 PM
To: Kevin Fountain
Cc: Stefan Popescu
Subject:FW: DBH Pay Station RFP
Attachments: image001.jpg

Agree. We will proceed with revising the MR's and specs accordingly.

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Subject: RE: DBH Pay Station RFP

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I have reviewed the RFP documents and have a couple additional comments:

- 1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.
- 2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know.
Thank you!

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Wednesday, March 21, 2012 10:02 AM

To: Erica Salas

Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 19, 2012 4:54 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

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1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, March 15, 2012 4:53 PM
To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to move forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Friday, March 09, 2012 8:42 AM
To: 'esalas@isd.lacounty.gov.'
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica. We received the email below for the CIO. They had only the minor changes in the attached documents that will be no problem to make. Is this adequate documentation for you to proceed? I am preparing one master red-lined document with changes since you last reviewed which are not substantial.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, March 27, 2012 9:10 AM
To: Kevin Fountain
Subject: DBH Pay Station RFP
Attachments: Pay Station Specs 3 21 12 master.doc; Pay Station Insert3.21.12.doc; image001.jpg

Importance: High

Kevin, I understand your point, but ISD will not approve as is. Perhaps it is time to list out the Minimum Requirements and forward them to the CIO with ISD's comments since they want final approval anyway. Below is my stab at it. What do you think of this approach? You can revise and send or let's discuss or...

Robert,

ISD (Erica Salas) is putting together the final RFP package for the pay station purchase. They do not like how the Minimum Requirements (MRs) related to security are currently written. They would like us to minimize them to the extent possible and make sure they are clearly worded so that they can be assessed as a pass or fail test that can be easily answered with a yes or no. Since we developed the MRs based on our discussions with you, and you need to have the final approval of the document, it would be very helpful if you could provide your input on the MRs at this point. Below is how the MRs currently read as well as the referenced section. Your prompt response is greatly appreciated.

Current MRs:

“Proposer submittal must meet minimum security standards of the Los Angeles County Chief Information Office based on review of RFP Sections 2.12 through 2.19, 4.1.9.5, 4.1.9.7, 5.1 through 5.6, 5.8 through 5.11, and 5.13 through 5.15. “

The referenced sections in the MRs indicate:

2.12

Proposer shall identify the security protections used for data-at-rest (e.g., database and parking meters) for all devices used for a credit card transaction.

2.13

Proposer shall specify the type and name of the database used on the back end.

2.14

Proposer shall specify how the credit card information is processed (e.g., batch, real-time).

2.15

Proposer to provide a letter from a Qualified Security Assessor, Payment Application Qualified Security Assessor, or VISA/MASTERCARD confirming compliance with PCI DSS standards and Vendor’s name (or third party utilized to provide credit card processing) shall appear on the VISA/MASTERCARD website as both an approved Service Provider and validated Application Vendor. Vendor shall provide the names of the company(ies) (including the software name and version, if any).

2.16

Proposer shall provide documented proof of their certification with PCI PED/PTS standard.

2.17

Proposer shall provide documented proof of their certification with FIPS 140-2 encryption.

2,18

Proposer shall provide a report of any Security Incidents within the last five years and how they were mitigated.

2.19

Proposer shall provide signed E-Commerce Insert – Attachment B.

5.1

Implement encryption for the transmission of all sensitive information (e.g., Credit Card data). This should include Transport Layer Security (TLS) for protecting the connection.

5.2

Failed TLS connections should not fall back to an insecure connection.

5.3

Utilize TLS connections for all content requiring authenticated access and for all other sensitive information.

5.4

Provide database/file encryption for protection of sensitive data fields while data is at rest (i.e., stored data).

5.5

System encrypts sensitive data transmitted between clients and servers using Secure Socket Layer (SSL) Certificates, TLS, or by other means.

5.6

Encryption/data security cannot be limited to the card reader; it must also be part of the communication between the Pay Station and the vendor.

5.8

Vendor must comply with Host-based Intrusion Prevention System (HIPS).

5.9

Vendor must maintain up-to-date anti-virus protection.

5.10

Vendor must maintain up-to-date anti-malware protection

5.11

Vendor must maintain secure firewall.

5.13

The software must be compliant with the Payment Application Data Security Standard (PA-DSS) to ensure the merchant comply with the Payment Card Industry Data Security Standard (PCI-DSS).

5.14

Back Office and all subsystem controllers shall have security protocols, password protection and reports to exception transaction logs that prevent unauthorized access to and manipulation of data and reports, including individual transactions.

5.15

All databases of transactions, users, reports, etc. shall be secured by means of password from unauthorized entry and tampering from either within or outside the Back Office System.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Tuesday, March 27, 2012 7:31 AM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

I am hesitant about rewording these requirements after the amount of time spent getting an agreement with Robert Pittman. Unlike a requirement that the system be solar powered it is difficult to spell out all of the acceptable security requirements so that we can have a simple pass or fail answer. We need to obtain the indicated information to assess whether the product truly meets our security standards. Changing the requirement to read (section 2.12): "Proposer fully secures and protects data-at-rest (e.g., database and parking meters) for all devices used for a credit card transaction" allows the Yes/No answer. The issue is that we do not know how the data is protected. If we dictate the method used to protect the data and do not list all possible methods then a bidder may fail when we would have accepted the alternative method upon review.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, March 26, 2012 5:46 PM
To: Kevin Fountain
Subject: FW: DBH Pay Station RFP
Importance: High

Kevin,

We have received initial comments from ISD. In discussing with Erica Salas, she wants us to revise the Minimum Requirements (MRs) related to security which currently state:

“Proposer submittal must meet minimum security standards of the Los Angeles County Chief Information Office based on review of RFP Sections 2.12 through 2.19, 4.1.9.5, 4.1.9.7, 5.1 through 5.6, 5.8 through 5.11, and 5.13 through 5.15. “

She indicated that the MRs should be pass or fail tests that can be answered with a yes or no, either they have it or they don't. For example, she doesn't like us referring to Section 2 where we just indicate that the vendor should provide us with something. Please review and give me your thoughts. Should we go back to the CIO at this point?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, March 26, 2012 3:39 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station RFP

Hi Elayne,

I have reviewed the RFP documents and have a couple additional comments:

1) I thought we had discussed this (if not, I apologize), but the price evaluation should be rated at a minimum of 30%. In the ISD parking system, it was based on 35%. Your criteria rates it at only 20%, so please re-structure your evaluation criteria.

2) For the points allotment on the Evaluation Worksheet, please breakdown the points further. For example, "System Specifications" is worth a maximum of 1500 points. However, you should assign points to each sub-category within that section to ensure that all evaluators will be evaluate the data within each section at a comparable weight/scale.

Lastly, the purchase will be a one-time PO, correct? If so, please submit a requisition in eCAPS, as we will need to tie that requisition to the RFP document. If you would like to discuss, please let me know. Thank you!

ERICA Q. SALAS

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Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, March 21, 2012 10:02 AM
To: Erica Salas
Subject: DBH Pay Station RFP

Erica,

Attached are the files for the RFP. I am not sure exactly what you are looking for related to “price category breakdown with quantities”. The last file is a draft cost proposal if you can use it; let me know if you are looking for something else.

Have you been able to identify someone from ISD to serve on the committee? The evaluation committee members from our Department are:

Vivian Sanner, Parking Services Unit Manager (310) 305-9508

Kevin Fountain, Information Technology Section Manager (310) 305-9521

Let me know anything I can do to assist in getting this out asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, March 19, 2012 4:54 PM
To: Erica Salas
Subject: RE: DBH Pay Station RFP

Thanks Erica. I should have all the documents to you tomorrow.

Our Chief Deputy has requested that we have one person from outside our Department serve on the evaluation panel. Is there someone from ISD that can assist with this?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Thursday, March 15, 2012 5:11 PM
To: Elayne Doucette
Subject: RE: DBH Pay Station & Beach WiFi

Hi Elayne,

I received your email with the CIO approval. You can just send the final copy of the SOW along with the evaluation criteria, evaluation committee members, and final price category breakdown w/ quantities. Once we have the info, we'll put the entire RFP package together and send you the final draft for review.

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Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

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Sent: Thursday, March 15, 2012 4:53 PM
To: Erica Salas
Subject: FW: DBH Pay Station & Beach WiFi
Importance: High

Hi Erica,

Attached is an email from the CIO specifically indicating his approval to move forward with preparing the RFP package. The CIO wants to review the final package prior to being released to the vendors.

Would you like to see a red-lined version since your last review or just the final copy?

Also, can you please confirm that you received this. For some reason, the system keeps sending it back undeliverable.

Thank you,

Elayne Doucette

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Importance: High

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Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

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From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Tuesday, March 13, 2012 6:45 PM
To: Kevin Fountain
Cc: Gene Franklin; Eric Sasaki; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Attachments: image001.jpg

Importance: High

The reviewed documents can be provided to ISD Purchasing so they can prepare the RFP package.

This office requires review of the RFP package prior to being released (final stage) to the vendors.

The Mandatory Minimum Requirements (MMR) section is critical to this process where these requirements should be identified in the package, as well. We have not reviewed the MMRs to date.

Thanks,

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

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From: Kevin Fountain
Sent: Monday, March 12, 2012 4:43 PM
To: Robert Pittman
Cc: Gene Franklin; Eric Sasaki; Kevin Fountain; Francis Puyat
Subject: FW: DBH Pay Station & Beach WiFi

Robert, attached is the master redlined version of the specifications which include your comments. Please let me know if there is additional material needed for you to do the minimum mandatory requirements analysis.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, March 12, 2012 10:47 AM
To: Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi

Attached is the master redlined version as of now. You can just accept changes if you think Robert would prefer a clean copy.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Thursday, March 08, 2012 7:00 PM
To: Kevin Fountain; Gene Franklin
Cc: Eric Sasaki; Elayne Doucette; Francis Puyat
Subject: RE: DBH Pay Station & Beach WiFi
Importance: High

Kevin,

The attached documents were reviewed. My comments and revisions are included using Word's Track Changes.

If you want to further discuss, please let me know immediately so we can keep the momentum moving forward.

Thanks,

Robert

Robert Pittman, MPA, CISM

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Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

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Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Tuesday, March 13, 2012 6:13 PM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: Pay Station CIO review
Attachments: image001.jpg

I just spoke to Robert and he has agreed to state what he is looking for in the final RFP that will be put together by ISD. He is looking for a Minimum Mandatory Requirements section prior to where our specifications begin within the same document. He will state that our specifications are adequate to proceed with ISD in writing the RFP with the stipulation that he reviews the final before it is published to the public.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Tuesday, February 28, 2012 8:04 AM
To: Gene Campbell; Robert Pittman
Cc: Kevin Fountain
Subject:FW: DBH Pay Station & Beach WiFi
Attachments: Pay Station Draft Specs2.27.12.doc; Pay Station Insert.DOC; image003.gif; image001.jpg

Sorry, I was forwarded another version with a small change added (no further information regarding the location of the change).

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, February 27, 2012 3:34 PM
To: Kevin Fountain
Subject:FW: DBH Pay Station & Beach WiFi
Attachments: Pay Station Draft Specs2.27.12.doc; Pay Station Insert.DOC; image002.png; image003.gif; image001.jpg; image004.gif

Use this version. I an additional small change.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, February 27, 2012 3:25 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi

Kevin,

As requested. See attached draft to forward to the CIO.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Monday, February 27, 2012 2:46 PM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

Elayne, as indicated below the CIO's office would like a copy of the latest draft version. I will be at Fiscal for the next hour or so.

Thank you,

Kevin Fountain

From: Gene Franklin
Sent: Monday, February 27, 2012 2:24 PM
To: Kevin Fountain
Cc: Robert Pittman
Subject: RE: DBH Pay Station & Beach WiFi

Yes, Please Our boss has asked Robert and I to get a glimpse.

Description: http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif
<http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif>

From: Kevin Fountain
Sent: Monday, February 27, 2012 2:02 PM
To: Gene Franklin
Cc: Robert Pittman; Kevin Fountain
Subject: FW: DBH Pay Station & Beach WiFi

As the ISD Section Manager who is reviewing our draft specifications is on Jury Duty, would you prefer that we forward you the same version for your review instead of waiting for her return to the office?

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, February 27, 2012 1:57 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi

Kevin,

On 2/22/12, we submitted the draft RFP to ISD, Erica Salas, Section Manager, Construction Acquisitions. Ms. Salas is reviewing and we were awaiting her comments before we submit to the CIO for final approval. Per my follow-up this morning, Ms. Salas is on jury duty and we are unsure when ISD's review will be completed. Let me know if the CIO would like to review the draft RFP at this point; I can get you a version without ISD comments this afternoon.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Monday, February 27, 2012 10:57 AM
To: Elayne Doucette
Subject: FW: DBH Pay Station & Beach WiFi

Thank you,

Kevin Fountain

From: Gene Franklin
Sent: Monday, February 27, 2012 10:21 AM
To: Kevin Fountain
Cc: Robert Pittman
Subject: RE: DBH Pay Station & Beach WiFi

Could you provide us with a time line for DBH Paystation: Our boss has requested ASAP

DBH Pay Station –

We are finalizing our specifications which are to be submitted to ISD. It appears that we are going with an RFP instead of an RFB. We will be meeting internally to review the specifications early this week and plan to submit them to ISD by the end of this week.

Description: http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif
<http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif>

From: Kevin Fountain
Sent: Monday, February 13, 2012 1:16 PM
To: Gene Franklin
Cc: Robert Pittman; Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi

DBH Pay Station –

We are finalizing our specifications which are to be submitted to ISD. It appears that we are going with an RFP instead of an RFB. We will be meeting internally to review the specifications early this week and plan to submit them to ISD by the end of this week.

Beach WiFi –

Catrina Love from our Community and Marketing Services Division is working directly with Time Warner Cable (TWC). TWC is still exploring all options on how to provide Wi-Fi coverage on the beaches. The current proposal is to place Access Points (APs) on many of our fixed facilities (e.g. maintenance buildings, restrooms, Lifeguard headquarter buildings, concession stands). In addition TWC is looking to place APs on Lifeguard Towers to extend the coverage areas. As there is no power at the Lifeguard Towers, TWC is reviewing various beach maps and information we have provided in order to brainstorm the optimum infrastructure that would support the APs.

We are still in the preliminary stages of the deal and all of the details have not been ironed out yet. However, TWC has informed us that their broadband customers will have free access to Wi-Fi at the beaches by using their current username and password. Non-broadband customers will have the option of accessing hotspots by paying an hourly, daily, weekly or monthly fee to TWC.

DBH is aware of the security, privacy, and terms of use requirements that were developed when the Department was interested in going out on an RFP for Wi-Fi service at the RV Park. These requirements will be incorporated into the marketing agreement with TWC.

We will let you know as soon as we have any updated information on the potential Wi-Fi deal with TWC. Until then, if you need any additional information, please feel free to directly contact Catrina Love. She will be more than happy to speak with either of you.

Thank you,

Kevin Fountain

From: Gene Franklin
Sent: Monday, February 13, 2012 11:51 AM
To: Kevin Fountain
Cc: Robert Pittman
Subject: DBH Pay Station & Beach WiFi

Could you please provide Robert and I and updated status on these two projects?

Thanks

Description: http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif
<http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif>

From: Elayne Doucette
Sent: Monday, February 27, 2012 3:25 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi
Attachments: Pay Station Draft Specs2.27.12.doc; Pay Station Insert.DOC; image001.jpg; image002.png; image003.gif

Kevin,

As requested. See attached draft to forward to the CIO.

Thank you,

Elayne Doucette

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Cc: Kevin Fountain
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Sent: Monday, February 27, 2012 1:57 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi

Kevin,

On 2/22/12, we submitted the draft RFP to ISD, Erica Salas, Section Manager, Construction Acquisitions. Ms. Salas is reviewing and we were awaiting her comments before we submit to the CIO for final approval. Per my follow-up this morning, Ms. Salas is on jury duty and we are unsure when ISD's review will be completed. Let me know if the CIO would like to review the draft RFP at this point; I can get you a version without ISD comments this afternoon.

Thank you,

Elayne Doucette

From: Kevin Fountain

Sent: Monday, February 27, 2012 10:57 AM
To: Elayne Doucette
Subject: FW: DBH Pay Station & Beach WiFi

Thank you,

Kevin Fountain

From: Gene Franklin
Sent: Monday, February 27, 2012 10:21 AM
To: Kevin Fountain
Cc: Robert Pittman
Subject: RE: DBH Pay Station & Beach WiFi

Could you provide us with a time line for DBH Paystation: Our boss has requested ASAP

DBH Pay Station –

We are finalizing our specifications which are to be submitted to ISD. It appears that we are going with an RFP instead of an RFB. We will be meeting internally to review the specifications early this week and plan to submit them to ISD by the end of this week.

Description: http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif
<http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif>

From: Kevin Fountain
Sent: Monday, February 13, 2012 1:16 PM
To: Gene Franklin
Cc: Robert Pittman; Kevin Fountain
Subject: RE: DBH Pay Station & Beach WiFi

DBH Pay Station –

We are finalizing our specifications which are to be submitted to ISD. It appears that we are going with an RFP instead of an RFB. We will be meeting internally to review the specifications early this week and plan to submit them to ISD by the end of this week.

Beach WiFi –

Catrina Love from our Community and Marketing Services Division is working directly with Time Warner Cable (TWC). TWC is still exploring all options on how to provide Wi-Fi coverage on the beaches. The current proposal is to place Access Points (APs) on many of our fixed facilities (e.g. maintenance buildings, restrooms, Lifeguard headquarter buildings, concession stands). In addition TWC is looking to place APs on Lifeguard Towers to extend the coverage areas. As there is no power at the Lifeguard Towers, TWC is reviewing various beach maps and information we have provided in order to brainstorm the optimum infrastructure that would support the APs.

We are still in the preliminary stages of the deal and all of the details have not been ironed out yet. However, TWC has informed us that their broadband customers will have free access to Wi-Fi at the beaches by using their current username and password. Non-broadband customers will have the option of accessing hotspots by paying an hourly, daily, weekly or monthly fee to TWC.

DBH is aware of the security, privacy, and terms of use requirements that were developed when the Department was interested in going out on an RFP for Wi-Fi service at the RV Park. These requirements will be incorporated into the marketing agreement with TWC.

We will let you know as soon as we have any updated information on the potential Wi-Fi deal with TWC. Until then, if you need any additional information, please feel free to directly contact Catrina Love. She will be more than happy to speak with either of you.

Thank you,

Kevin Fountain

From: Gene Franklin
Sent: Monday, February 13, 2012 11:51 AM
To: Kevin Fountain
Cc: Robert Pittman
Subject: DBH Pay Station & Beach WiFi

Could you please provide Robert and I and updated status on these two projects?

Thanks

Description: http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif
<http://oceancolor.gsfc.nasa.gov/ICONS/rainbow_line.gif>

From: Elayne Doucette
Sent: Wednesday, February 22, 2012 9:11 AM
To: Kevin Fountain
Subject: FW: Pay Station Purchase

Attachments: Pay Station Specs #1.doc; image001.jpg

For your final review. There are a few notes to discuss that we can add to anything you find. The goal is to get this in a form we can send to the CIO for final approval.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Wednesday, February 22, 2012 9:08 AM
To: 'Salseda, Christina'
Subject: FW: Pay Station Purchase

Christina. The attached specs are in a RFP format based on an example that ISD provided to us of a recent parking equipment purchase they did for the Music Center. It is our understanding the ISD will add all other necessary standard language. In the attached, we have added various data security requirements based on input from the CIO, requirements that we found applicable from ISD's example provided, as well as some suggested requirements from our parking consultant.

Thank you,

Elayne Doucette

From: Salseda, Christina [mailto:Csalseda@counsel.lacounty.gov]
Sent: Tuesday, February 21, 2012 4:42 PM
To: Elayne Doucette
Subject: RE: Pay Station Purchase

Hi Elayne- I had reviewed the last set of specs and I was ok with the document. Were there considerable changes? Also, do you have a solicitation document that accompanies the specs? thanks.
Christina

Christina Angeles Salseda

Principal Deputy County Counsel

(213) 974-1907 telephone

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From: Elayne Doucette [mailto:EDoucette@bh.lacounty.gov]
Sent: Tuesday, February 21, 2012 3:30 PM
To: Salseda, Christina
Subject: RE: Pay Station Purchase

Hi Christina, I am attaching a copy of our most recent draft specs in case it is helpful.

Thank you,

Elayne Doucette

From: Salseda, Christina [mailto:Csalseda@counsel.lacounty.gov]
Sent: Thursday, February 16, 2012 9:22 AM
To: Elayne Doucette
Subject: RE: Pay Station Purchase

Hi Elayne- I will complete my review by Tuesday or Wednesday of next week. Thanks. Christina

Christina Angeles Salseda

Principal Deputy County Counsel

(213) 974-1907 telephone

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From: Elayne Doucette [mailto:EDoucette@bh.lacounty.gov]
Sent: Wednesday, February 08, 2012 11:45 AM
To: Salseda, Christina
Subject: Pay Station Purchase

Hi Christina,

As an update, we are working to finalize the pay station purchase specifications based on our needs and including input that we received from Amanda Drukker (first email attached), TTC (second email attached) and the CIO (third email attached). We hope to get this to ISD to solicit as a Request for Proposal (RFP) as soon as next week.

As mentioned in my prior email, the CIO must approve the final specifications before ISD will proceed with the purchase. Please let us know if you would like to also review the specifications. We are working with ISD to include the E-Commerce insert that Amanda provided in the RFP. As mentioned by Amanda in her email, let us know if there is any other contract provisions that you would like to add.

Thank you,

Elayne Doucette

From: Salseda, Christina [mailto:Csalseda@counsel.lacounty.gov]
Sent: Tuesday, January 24, 2012 12:02 PM

To: Elayne Doucette
Subject: RE: Pay Station Purchase

Hi Elayne- I will talk to my counterpart who represents the CIO and get back to you. Thanks. Christina

Christina Angeles Salseda

Principal Deputy County Counsel

(213) 974-1907 telephone

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From: Elayne Doucette [mailto:EDoucette@bh.lacounty.gov]
Sent: Monday, January 23, 2012 11:57 AM
To: Salseda, Christina
Subject: Pay Station Purchase

Hi Christina,

I am working on a project to replace 46 pay stations that have been in use at beach and Marina del Rey parking lots since 2002 with approximately 60 new pay stations. We have one-time funding to purchase the pay stations this fiscal year. We are working with ISD and the CIO to get specifications finalized and approved to bid out the purchase. We would like to get your input on whether there is any contract information/software license agreement that needs to be included with the specifications that go out, or if you have any other input.

Sorry for the length of this email; below is background information/detailed status.

Background

The pay stations accept currency, coin and credit cards. Currently credit card transactions are downloaded from the pay stations and processed manually. The new pay stations will process the transactions wirelessly in real time.

Pay station vendors provide both the pay station units as well as “back office” hardware and software to authorize credit/debit card transactions in real time. The “back office” also produces maintenance alerts when conditions exist that adversely impact the operation of the pay stations, and enables the Department to set rates remotely, monitor stored data, and produce management reports. Vendors must meet all current requirements of the PCI Security Standards Council’s Payment Application Data Security Standard (PA-DSS).

To this point, we have researched available vendors and have identified vendors that we think will meet the Department’s need. We have been working with ISD, the Auditor-Controller, Treasurer & Tax Collector (TTC) and the Chief Information Office (CIO) to draft the specifications, to get needed systems in place to process credit card transactions and to obtain needed approvals. The CIO needs to approve the specifications before ISD can begin their purchasing process. We have been working with Robert Pittman, CISO to obtain this needed approval.

At the suggestion of Robert Pittman, last week we presented our project to the E-Commerce Readiness Group (ERG) to see if we should utilize FIS to process credit card transactions made at the pay stations. Based on our research, use of FIS would not be optimal for our application and would result in extensive time delays; the ERG agreed; we will utilize TTC’s agreements with Bank of America to process credit card transactions.

Mr. Pittman has unresolved concerns that some pay station vendors, including two that we think would be top candidates for our application, have systems that are hosted outside of the United States. Mr. Pittman was not at the ERG meeting to discuss this issue. We are working to get clarification from Mr. Pittman to determine if we can consider vendors that host outside of the United States.

Please let us know if we can provide any additional information. We greatly appreciate your assistance and input.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <mailto:jedoucette@bh.lacounty.gov>

From: Kevin Fountain
Sent: Wednesday, February 15, 2012 11:05 AM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: RE: Pay Station specification - final draft from IT
Attachments: image001.jpg

Please include the following sections from my draft to you as minimum requirements from the CIO:

1.2 D3i. through 1.2 D3n.,

1.2 F12e.,

1.2 F12g.,

all of section 1.2 F13. Data Security,

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, February 15, 2012 10:33 AM
To: Kevin Fountain
Subject: FW: Pay Station specification - final draft from IT

Kevin,

I am still working on the RFP and hope to have a draft for review by the end of the day. I know you have your hands full. Just one question for now...

We found out that we need to include the rating criteria/% in the RFP. Below is what we are considering. My question is related to the CIO's security requirements...Do we want to make certain or all system security features pass/fail or do we want to rate/apply points as part of evaluation? I would need you to identify for me. Let me know your thoughts asap.

* Minimum Requirements (pass/fail)

1. Must operate on solar power
2. Modem must be fully functional at all parking lot locations
3. Anything from CIO to add here?

* Desirable Features - 10% (Additional 2% for each of the following desirable features?)

1. Ability to process credit card transactions in under 10 seconds
2. Fully integrated solar panel with no protrusions
3. Weather resistant construction
4. Fully electronic key system
5. Display screen can accommodate all instructions/fees

* Pay Station Features - 10%

1. Ease of Customer use for cash and credit card processing
2. Ability to meet specifications

* Back Office - 10%

1. Flexibility of System – Ability for purchaser to program remotely
2. Report availability
3. Ability to meet specifications

* System Security 15%

1. Ability to meet data security requirements

* Maintenance/Vendor Support- 10%

1. Help Desk Hours
2. Vendor Support Available
3. Spare Parts Availability
4. Ease of collection process
5. Ease of maintenance

* References – 10%

* Price- 35%

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Thursday, February 09, 2012 9:25 AM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: Pay Station specification - final draft from IT

Elayne,

Attached are my version of the specifications. I will bring by a hard copy for you.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

From: Kevin Fountain
Sent: Thursday, February 09, 2012 9:25 AM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: Pay Station specification - final draft from IT
Attachments: Pay Station Specs RFP 020912.docx.html; image001.jpg

Elayne,

Attached are my version of the specifications. I will bring by a hard copy for you.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

From: Kevin Fountain
Sent: Tuesday, February 07, 2012 7:19 AM
To: Robert Pittman
Cc: Gene Franklin; Elayne Doucette; Kevin Fountain
Subject: RE: DBH Pay Station Feedback
Attachments: image001.jpg

Thank you for your time in reviewing the information and providing us with the additional specifications.

Kevin Fountain

From: Robert Pittman
Sent: Monday, February 06, 2012 9:12 PM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station Feedback

Based on my review of the three (3) vendors' recent feedback, the following should be included as mandatory minimum requirements in the solicitation:

- a) PCI DSS
- b) PCI PED/PTS
- c) FIPS 140-2 encryption standard

The vendor(s) must provide documented proof of their certification with the above standards.

Moreover, since I have not seen the solicitation (e.g., technical and functional requirements), I would recommend the following items for inclusion in addition to the previous questions/requirements:

- 1) Specify the network security used for all wireless transmissions.
- 2) Specify and describe the type of network protocols used for transmitting credit card data and payment data.
- 3) Identify the security protections used for data-at-rest (e.g., database and parking meters) for all devices used for a credit card transaction.
- 4) Specify the type and name of the database used on the backend.
- 5) Specify how the credit card information is processed (e.g., batch, real-time)?

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

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From: Robert Pittman
Sent: Friday, February 03, 2012 5:56 PM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station - Metric responses

Still reviewing... A response will be provided on Monday 2/6/12.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

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<<http://infosec.mylacounty.info/>> .

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From: Robert Pittman
Sent: Thursday, February 02, 2012 8:36 AM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station - Metric responses

Last night, I reviewed the other responses. Some time today I will review and provide feedback no later than tomorrow. Are you available tomorrow?

Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
County of Los Angeles

Sent from my Verizon Wireless Phone

From: Kevin Fountain <KFountain@bh.lacounty.gov>
Sent: Thursday, February 02, 2012 8:07 AM
To: Robert Pittman <RPittmanJr@cio.lacounty.gov>
Cc: Gene Campbell <ECampbell@bh.lacounty.gov>; Kevin Fountain <KFountain@bh.lacounty.gov>; Elayne Doucette <EDoucette@bh.lacounty.gov>
Subject: DBH Pay Station - Metric responses

Robert,

The third vendor just responded. Attached are the responses we received.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Robert Pittman
Sent: Monday, February 06, 2012 9:12 PM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station Feedback
Attachments: image001.jpg

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- a) PCI DSS
- b) PCI PED/PTS
- c) FIPS 140-2 encryption standard

The vendor(s) must provide documented proof of their certification with the above standards.

Moreover, since I have not seen the solicitation (e.g., technical and functional requirements), I would recommend the following items for inclusion in addition to the previous questions/requirements:

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- 2) Specify and describe the type of network protocols used for transmitting credit card data and payment data.
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- 4) Specify the type and name of the database used on the backend.
- 5) Specify how the credit card information is processed (e.g., batch, real-time)?

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

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email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

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From: Robert Pittman
Sent: Friday, February 03, 2012 5:56 PM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station - Metric responses

Still reviewing... A response will be provided on Monday 2/6/12.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

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From: Robert Pittman
Sent: Thursday, February 02, 2012 8:36 AM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station - Metric responses

Last night, I reviewed the other responses. Some time today I will review and provide feedback no later than tomorrow. Are you available tomorrow?

Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
County of Los Angeles

Sent from my Verizon Wireless Phone

From: Kevin Fountain <KFountain@bh.lacounty.gov>
Sent: Thursday, February 02, 2012 8:07 AM
To: Robert Pittman <RPittmanJr@cio.lacounty.gov>
Cc: Gene Campbell <ECampbell@bh.lacounty.gov>; Kevin Fountain <KFountain@bh.lacounty.gov>;
Elayne Doucette <EDoucette@bh.lacounty.gov>
Subject: DBH Pay Station - Metric responses

Robert,

The third vendor just responded. Attached are the responses we received.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Elayne Doucette
Sent: Thursday, February 02, 2012 9:15 AM
To: 'Banh, Quan '
Cc: Salazar, Terrie; Kevin Fountain; Brad Fleischer
Subject: RE: Pay Station Purchase
Attachments: image002.jpg; image001.jpg

Thank you Quan. We will include the indicated requirements in the RFP. We are continuing to work with Robert Pittman to ensure the specs address his security concerns. We will get back with you if we have questions and definitely with the information you need when the bids are received.

Again, thanks for all your help!

Elayne Doucette

From: Banh, Quan [mailto:qbanh@ttc.lacounty.gov]
Sent: Thursday, February 02, 2012 8:20 AM
To: Elayne Doucette
Cc: Salazar, Terrie
Subject: FW: Pay Station Purchase

Hi Elayne,

When issuing an RFP or RFB, you need to list the following requirements regarding the credit/debit card processing:

1. The software must be certified to process credit/debit card transactions to one of Bank of America Merchant Services preferred First Data (FD) platforms which include:
 - FD-North (CardNet)
 - FD-Nashville
 - FD-Buypass
 - FD-Compass
2. The software has been assessed for compliance with the Payment Application Data Security Standard (PA-DSS). Vendor may be required to provide verification of compliance.
3. The vendor must have proper security measures in place for the protection of credit/debit card data, and comply the Payment Card Industry Data Security Standards (PCI-DSS) adopted by the PCI Security Standards Council, LLC. Vendor may be required to provide verification of compliance.

For additional information regarding PA-DSS and PCI-DSS, please visit the Payment Card Industry Security Standards Council website at pcisecuritystandards.org.

In regards to your second bullet below, you may want to say.....credit/debit cards acceptance for the following card types: Visa and MasterCard.

You should also consult with Robert Pittman regarding the security concerns of the pay station that transmits the credit/debit card data to the credit/debit card processor.

In addition, when you receive responses from the RFP or RFB, please provide us with the names of the companies (including the software name and version, if any) that respond. We will check on their PA-DSS and PCI-DSS status for you to make sure they are on the approved vendor listing.

Should you have any questions, please do not hesitate to contact me.

Thank,

Quan

Quan Banh | County of Los Angeles Treasurer and Tax Collector | Banking Operations | Cash Management Division

Tel: (213) 974-2334 | Fax: (213) 625-2249 | qbanh@ttc.lacounty.gov

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From: Elayne Doucette [<mailto:EDoucette@bh.lacounty.gov>]
<<mailto:%5bmailto:EDoucette@bh.lacounty.gov%5d>>
Sent: Thursday, January 26, 2012 10:14 AM
To: 'Banh, Quan '
Cc: Kevin Fountain
Subject: Pay Station Purchase

Good morning Quan,

As an update, subsequent to the ERG meeting last week, we are continuing to work with Robert Pittman and Amanda Drukker to ensure security issues are addressed in the attached draft specifications so that Mr. Pittman can provide ISD with the needed approval to move forward with the purchase.

There are few things we need input from you on:

* We need to add language to the specs to ensure that vendors can comply with whatever is needed to utilize TTC's agreements with Bank of America to process credit card transactions. Let me know if you have suggested language or can describe what we need to make sure the vendors can do. Should we be listing the platforms that the vendor must be certified with?

* Should be indicating that we will accept visa and mastercard exclusively and take out references to debit cards?

Let me know if it is easier for you to call me to discuss. I am not in the office today but can call you if it is easier.

Thank you so much for all your help.

Elayne Doucette

From: Elayne Doucette
Sent: Thursday, January 05, 2012 9:19 AM
To: Oune, Mark
Cc: 'Miyagawa, Raymond'; Banh, Quan; Adriana Zarate-Lee; Denise Washington
Subject: Pay Station Trials and Purchase

Good morning Mark,

We wanted to let you know that due to our Department's high priority to make the pay station purchase and have the pay stations operational by Memorial Day Weekend (5/25/12), we will not be proceeding with the pay station trials as indicated in our attached letter to you dated November 11, 2011. We respectfully request that you continue to aggressively move forward to establish the needed agreement with Bank of America to process wireless credit card transactions using the First Data platform that will likely be used by the selected pay station vendor so that we can meet our implementation date.

We are finalizing the attached draft pay station specifications and working with the CIO to make sure they contain all needed security requirements. Please let us know if there is anything that you would like to be specifically addressed in the specifications related to wireless credit card processing. We plan to submit a purchase requisition to ISD as soon as possible.

We sincerely appreciate your Department's continued assistance in implementing a wireless credit card program which is essential to meeting our Director's goal. Please let us know if you need any additional information.

Thank you,

Elayne Doucette

From: Miyagawa, Raymond [mailto:rmiyagawa@ttc.lacounty.gov]
<mailto:%5bmailto:rmiyagawa@ttc.lacounty.gov%5d>
Sent: Friday, December 02, 2011 11:47 AM
To: Denise Washington; Banh, Quan
Cc: Elayne Doucette; Brad Fleischer; Oune, Mark
Subject: RE: TSYS Information

Hi Denise,

Our Bank of America Merchant Services representative informed me that our current agreement with them does not allow us to use the First Data platforms nor provides us with access to First Data's Global Gateway. If you recall, Global Parking said its Payment Express software will use the Global Gateway to process with First Data. The way the pricing is outlined and flows through the First Data system is also different than the pricing structure in our current agreement as well. The Interchange and card association/organization fees have a slightly different way of passing through than in our current agreement. Lastly, the current agreement does not allow us to establish First Data Merchant Account Numbers. Based on these factors, the Bank has requested that we prepare and execute a new agreement with it to set up the new First Data Merchant Account Numbers, and to conduct testing and processing on the First Data platform and its Global Gateway. At the same time, the Bank also requested that we add recently adopted credit card security and data storage requirements to the new agreement.

I will dedicate one person full time on this project. We estimate 12-14 weeks to prepare, negotiate and execute a new agreement with Bank of America. During that time, you can begin your pilot with Metric once we set them up under the current agreement on the TSYS platform. The Metric pilot should provide useful experience in preparing for the two pilots on the First Data platform.

Please contact me if you have any questions or need additional information.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Miyagawa, Raymond [mailto:rmiyagawa@ttc.lacounty.gov]
<mailto:%5bmailto:rmiyagawa@ttc.lacounty.gov%5d>
Sent: Thursday, December 01, 2011 10:54 AM
To: 'Denise Washington'; Banh, Quan
Cc: 'Elayne Doucette'; 'Brad Fleischer'; Oune, Mark
Subject: RE: TSYS Information

Hi Denise,

We are still working with Bank of America to determine how to setup pilot applications for Cale Parking Systems and Global Parking Solutions on the First Data platform. The setup is much more complex than we expected. We hope to have more information about the setup requirements by next week.

Quan is working on the contract modification to add wireless processing for Metric Parking. As previously discussed, this process will take at least 14 business days. Once the process is completed, the Bank will provide us the Visanet Software Parameter Download Sheet. This document contains the information requested by Metric Parking on page two (2) of the CardEase US/Canada General Activation Request form.

Please contact me if you have any questions.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Denise Washington [mailto:DWashington@bh.lacounty.gov]
<mailto:%5bmailto:DWashington@bh.lacounty.gov%5d>
Sent: Thursday, December 01, 2011 9:06 AM
To: Banh, Quan
Cc: 'Miyagawa, Raymond'; Elayne Doucette; Brad Fleischer
Subject: TSYS Information

Hi Quan,

We have confirmed that Metric parking can utilize the TSYS merchant processor. Could you please provide me with the information on page 2 of the attachment.

Thank you,

Denise Washington, Fiscal Officer I

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-577-9274

Mobile: 310-902-9416

email: dWASHINGTON@bh.lacounty.gov <mailto:dWASHINGTON@bh.lacounty.gov>

From: Robert Pittman
Sent: Thursday, February 02, 2012 8:36 AM
To: Kevin Fountain
Cc: Gene Campbell; Elayne Doucette
Subject: RE: DBH Pay Station - Metric responses
Attachments: image001.jpg

Last night, I reviewed the other responses. Some time today I will review and provide feedback no later than tomorrow. Are you available tomorrow?

Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
County of Los Angeles

Sent from my Verizon Wireless Phone

From: Kevin Fountain <KFountain@bh.lacounty.gov>
Sent: Thursday, February 02, 2012 8:07 AM
To: Robert Pittman <RPittmanJr@cio.lacounty.gov>
Cc: Gene Campbell <ECampbell@bh.lacounty.gov>; Kevin Fountain <KFountain@bh.lacounty.gov>; Elayne Doucette <EDoucette@bh.lacounty.gov>
Subject: DBH Pay Station - Metric responses

Robert,

The third vendor just responded. Attached are the responses we received.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdof@bh.lacounty.gov>>

From: Kevin Fountain

Sent: Thursday, February 02, 2012 8:07 AM

To: Robert Pittman

Cc: Gene Campbell; Kevin Fountain; Elayne Doucette

Subject: DBH Pay Station - Metric responses

Attachments: Metric response - 020112.pdf.html; Metric - Credit card payment overview v2.doc.html; image001.jpg

Robert,

The third vendor just responded. Attached are the responses we received.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoue@bh.lacounty.gov>

From: Robert Pittman
Sent: Wednesday, February 01, 2012 2:01 PM
To: Kevin Fountain
Cc: Gene Franklin; Elayne Doucette
Subject: RE: DBH Pay Station Vendor Question Responses
Attachments: image001.jpg

I will review later today.

Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
County of Los Angeles

Sent from my Verizon Wireless Phone

From: Kevin Fountain <KFountain@bh.lacounty.gov>
Sent: Wednesday, February 01, 2012 1:03 PM
To: Robert Pittman <RPittmanJr@cio.lacounty.gov>
Cc: Gene Franklin <GFranklinSr@cio.lacounty.gov>; Kevin Fountain <KFountain@bh.lacounty.gov>;
Elayne Doucette <EDoucette@bh.lacounty.gov>
Subject: DBH Pay Station Vendor Question Responses

Robert,

Attached is a document with the responses to the Credit Card Processing from two of the three vendors we sent inquiries to. The third vendor is expected to respond soon. The first two pages are Global Parking Solutions responses, the last three pages are from CALE. Please note that CALE hosting is located in Toronto as this was not clear in the original questionnaire that we received from them.

If the information supplied by these two vendors is sufficient, please let us know what specific conditions we should add to our requirements so that we may put together the bid document.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Wednesday, February 01, 2012 1:03 PM
To: Robert Pittman
Cc: Gene Franklin; Kevin Fountain; Elayne Doucette
Subject: DBH Pay Station Vendor Question Responses

Attachments: image001.jpg; Vendor Credit Card Processing Responses - Global - CALE.docx.html

Robert,

Attached is a document with the responses to the Credit Card Processing from two of the three vendors we sent inquiries to. The third vendor is expected to respond soon. The first two pages are Global Parking Solutions responses, the last three pages are from CALE. Please note that CALE hosting is located in Toronto as this was not clear in the original questionnaire that we received from them.

If the information supplied by these two vendors is sufficient, please let us know what specific conditions we should add to our requirements so that we may put together the bid document.

Thank you,

Kevin Fountain

Information Technology

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13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Vivian Paquin-Sanner

Sent: Wednesday, February 01, 2012 7:18 AM

To: Kevin Fountain
Cc: Elayne Doucette
Subject:FW: Pay Station additional IT Security questions
Attachments: image004.jpg; image002.png

Here is Global's reply.

Metric will not be coming into today and they will get it as soon as possible. If you want the question as to how long data is held maybe I can get that, but it is common for information to be held for various reasons. We like that too incase there is a problem at this end.

Thank you

Vivian Sanner

310.305.9508

From: Michael Kavur [mailto:mkavur@globalparkingusa.com]
Sent: Tuesday, January 31, 2012 9:34 PM
To: Vivian Paquin-Sanner
Subject: RE: Pay Station additional IT Security questions

Hi Vivian,

Sorry for the delay... see below responses to questions regarding Global Parking Solutions USA's (GPS) credit card solution provider Direct Payment Solutions Ltd (DPS).

Q1: Please supply a list of what Credit Card Data (e.g. magnetic stripe fields, card numbers) will be stored on each of the back end server(s) where the hosting application exists.

GPS: There is no access to cardholder data from transactions processed on DPS servers. All Primary Card Numbers (PANs) must be encrypted via Network Security Processors or stored only in truncated form. No full clear text PAN is available from the Databases or Servers and the full contents of any track data from the magnetic stripe on the back of card, PIN or CVC are not stored under any circumstances. The transmission of unencrypted PAN is also prohibited.

Q2: For any of the above Credit Card Data, what is the maximum time under which the data will reside on each of the back end server(s) where the hosting application exists.

GPS: Credit card data is held for a period of 3 years for the purposes of performing refunds. After this period of time the middle 8 digits of the credit card number is overwritten and the remainder stored for archival and reporting purposes for a period of 7 years. All data is stored with strict adherence to PCI DSS Level 1 standards and DPS is audited annually to ensure said compliance.

Q3: Please provide a diagram illustrating the two way Credit Card process work flow from the swiping of the Credit Card at the Pay Station, through the wireless communication, the back end server, to the Credit Card Processor and back to the Pay Station. List where data is collected, encrypted, stored and if any batch processes are included.

GPS: See below... Data is stored by the switch using Thales 9000 Payshield crypto devices (see: http://www.thales-ecurity.com/~media/Files/Data%20Sheets/iss_payShield_9000_datasheet_lowres.ashx for more info) and is 3DES encrypted to FIPS-140 standards.

Please let me know if I can be of further assistance.

Regards,

Michael

From: Vivian Paquin-Sanner [mailto:VPaquin-Sanner@bh.lacounty.gov]
Sent: Thursday, January 26, 2012 8:44 PM
To: Vivian Paquin-Sanner
Subject: FW: Pay Station additional IT Security questions

We are still trying to work out the kinks in regards to security over the credit card data. Is it possible for you to answer the below noted questions in hopes this will bring us closer to an RFP or bid?

Thank you

Vivian Sanner

310.305.9508

- Please supply a list of what Credit Card Data (e.g. magnetic stripe fields, card numbers) will be stored on each of the back end server(s) where the hosting application exists.
- For any of the above Credit Card Data, what is the maximum time under which the data will reside on each of the back end server(s) where the hosting application exists.

· Please provide a diagram illustrating the two way Credit Card process work flow from the swiping of the Credit Card at the Pay Station, through the wireless communication, the back end server, to the Credit Card Processor and back to the Pay Station. List where data is collected, encrypted, stored and if any batch processes are included.

From: Drukker, Amanda <adrukker@counsel.lacounty.gov>
Sent: Tuesday, January 31, 2012 1:57 PM
To: Elayne Doucette; Kevin Fountain
Cc: Salseda, Christina; Bramwell, Kathleen
Subject: Beaches Pay Station Insert
Attachments: HOA_858048_1.DOC.html; Scan Job.107.PDF.html

Elayne and Kevin:

Attached please find an insert for your RFB containing provisions we typically include in contracts under which vendors will collect, transmit, and/or store credit/debit card information.

Per my understanding from you all as to how the payment processing will work, I have not included any provisions relating to the settlement (whether by cash or credit/debit) of payments.

I have revised the provisions to refer to "vendor" as the company with which you will contract, "resultant Agreement" as the agreement you'll enter into with the vendor, and "pay stations" and "back office system" to refer to the physical pay stations and all back office software and hardware. Particularly with the latter, you will need to revise to reflect the definitions Kevin and team are working on to make sure we accurately and completely describe what needs to be PCI compliant.

I have revised the cross referencing to work internally with the insert - Section 1 for confidentiality, Section 2 for representations, warranties and covenants, Section 3 for compliance with applicable laws, etc. if you incorporate these into a larger document, you'll need to update the cross referencing accordingly.

The items in the insert are designed to be contract provisions. Please note I've only included provisions relating to collecting, transmitting, and storing credit/debit card information, and no others. You will need to work with ISD purchasing and your advice counsel on the contract provisions generally.

I am additionally attaching the security specifications from a recent e-commerce RFP. Please review them (and work with Robert Pittman) to determine whether any would be appropriate for your project.

Please let me know if you have any comments or questions.

Amanda

Amanda M.L. Drukker
Office of the County Counsel

500 W. Temple Street, Room 653
Los Angeles, California 90012
(213) 974-1869 (phone)
(213) 633-1915 (fax)
adrukker@counsel.lacounty.gov <mailto:adrukker@counsel.lacounty.gov>

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From: Elayne Doucette
Sent: Monday, January 30, 2012 1:33 PM
To: 'Drukker, Amanda'
Cc: Kevin Fountain
Subject: RE: Amanda Drukker conference call notes
Attachments: image001.jpg

I confirmed with TTC that we accept any card with a visa or mastercard logo on it, so there can be debit transactions.

Thank you,

Elayne Doucette

From: Drukker, Amanda [mailto:adrukker@counsel.lacounty.gov]
Sent: Monday, January 30, 2012 8:01 AM
To: Kevin Fountain; Elayne Doucette
Cc: Brad Fleischer
Subject: RE: Amanda Drukker conference call notes

My comments to Kevin's notes below.

Please let me know what you determined regarding your acceptance of debit cards.

I will do my best to have the insert to you all within the next couple of days.

Thank you.

Amanda

Amanda M.L. Drukker
Office of the County Counsel
500 W. Temple Street, Room 653
Los Angeles, California 90012
(213) 974-1869 (phone)
(213) 633-1915 (fax)
adrukker@counsel.lacounty.gov <mailto:adrukker@counsel.lacounty.gov>

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From: Kevin Fountain [mailto:KFountain@bh.lacounty.gov]
Sent: Thursday, January 26, 2012 4:00 PM
To: Elayne Doucette
Cc: Brad Fleischer; Drukker, Amanda; Kevin Fountain
Subject: Amanda Drukker conference call notes

My notes from the conference call with Amanda Drukker.

1. Obtain from TTC additional specifications regarding the required hand-shaking between B of A and the Vendor. This information fits in the Card Reader or Back Office section of our specifications. [AD: I think hand-shake includes, at a minimum, what the pay station vendor needs to pass to B of A in order to check authorization, B of A to communication authorization (or decline) back to the pay station vendor, B of A to process the payment, and B of A to settle the payment into the TTC bank account. I also asked you to make sure you the Card Reader and Back Office sections reflected what you were asking the pay station vendor to do in this regard.]
2. Accurately and completely describe what is to be PCI compliant (e.g. Pay Station Card Reader, Back Office, hardware, software). [AD: Will need to fix, at a minimum, Card Reader and Back Office sections.]
3. Add provisions for an Annual Audit; Summary Report; proof of PCI compliance (annually). [AD: I will include this in the insert I provide to you.]
4. Amanda will provide the specification text for the Security Incident process (e.g. how breaches are handled, legal liabilities). She also recommends that we include an IT Analyst in addition to the Construction analyst. The IT Analyst will work with us regarding the Software License Agreement.
5. We discussed on Wednesday's call including the specifications for the Settlement Agreement (e.g. late charges for not delivering payment transfers within a given time period). [AD: I thought I understood from you all on Wednesday's call that B of A would handle settlement of credit card payments, and another vendor (besides the pay station vendor) would handle collection of cash payments from the pay stations. If that's correct, I am not sure what settlement provisions you need in the pay station agreement. Please note Beaches has to confirm this and make sure it's where appropriate.]
6. Amanda recommended that we include detailed warranty provisions. Service levels and specify providing copies of warranties with bid. Include hosting with the Service Level Agreement. [AD: I noticed that you did not have any warranty provisions in your specifications. I also noted it was not clear to me that hosting was to be included in the warranty (Kevin told me this on Thursday). I recommended you consider adding your expectations regarding warranty, including, at a minimum, that hosting was to be included. I also recommended, if it was OK with Beaches, that you at least ask for the

vendors to provide a copy of what's included in their warranty, so you could obligate them to provide at least that.]

We also discussed that DBH has directly requested the data scope information for the Credit Card data from the Vendors. We are requesting to know where such sensitive data is stored and the duration of such storage for the Credit Card processing flow. Robert Pittman will assist us in reviewing the responses and tightening our specifications.

Kevin will review the Music Center Parking Equipment specifications (RFP-IS-10255022).

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Vivian Paquin-Sanner
Sent: Monday, January 30, 2012 12:00 PM
To: Kevin Fountain
Subject:FW: Pay Station additional IT Security questions

Attachments: CreditCardProcessingChart.docx.html; image001.jpg

Here is the response from Cale

Thank you

Vivian Sanner

310.305.9508

From: Ryan Bonardi [mailto:ryan.bonardi@caleamerica.com]

Sent: Monday, January 30, 2012 10:12 AM

To: Vivian Paquin-Sanner

Subject: RE: Pay Station additional IT Security questions

Hello Vivian,

I'm sorry for the delay in my response. If you have any further questions please call or write me any time.

· Please supply a list of what Credit Card Data (e.g. magnetic stripe fields, card numbers) will be stored on each of the back end server(s) where the hosting application exists.

The only data stored from a credit card purchase, besides the meter number that the purchase was made at, the amount of money that was spent, the time/date of the transaction, ticket number, approval status (approved/declined), and the bank code, is the credit card account number, but only the first 6 and last 4 numbers of the card account can be viewed on the back office, so a query of that cards purchases may be made in the future, but the security of the card holder is maintained.

- For any of the above Credit Card Data, what is the maximum time under which the data will reside on each of the back end server(s) where the hosting application exists. CALE keeps all credit card data immediately available to our customers from January 1, 2010 to the present. If information before 2010 is requested CALE will provide it at no extra charge to the customer. Only information derived from purchases from your account may be accessed, no other customer transaction information is available, for security and privacy of that particular municipal account.

- Please provide a diagram illustrating the two way Credit Card process work flow from the swiping of the Credit Card at the Pay Station, through the wireless communication, the back end server, to the Credit Card Processor and back to the Pay Station. List where data is collected, encrypted, stored and if any batch processes are included.

All electronic revenues and statistics are wirelessly transmitted nightly in batch mode from each individual meter to the CALE WebOffice (CWO). From the meter to the cell tower, CALE uses a GPRS Wireless Modem to utilize AT&T GPRS technology. An AT&T issued SIM is required and installed in a GPRS Modem before one can gain access to the AT&T GPRS network. The SIM card contains user identity information. CALE supplies the SIM as part of the meter cost and includes the necessary airtime services in the CWO monthly fee.

Authentication is based on a challenge-response mechanism. Instead of the Mobile Switching Center (MSC), which is responsible for circuit-switched services, the challenge response mechanism is similar to the GSM voice service authentication except that it is managed by the Serving GPRS Support Node (SGSN), which is responsible for packet-data service.

The steps include the following:

- The Mobile Station (MS) requests access to the network, identifying itself by the International Mobile Subscriber Identity (IMSI) stored on the SIM card.
- The SGSN forwards the access request to the appropriate authentication center, hosted on the Home Location Register (HLR).
- The HLR responds to the access request by sending a random 128-bit number (the challenge) and corresponding 32-bit challenge response (computed with the GSM A3 algorithm) to the SGSN. The SGSN temporarily stores the expected challenge response. The shared secret key is not transmitted to the SGSN or the MS.
- The MS computes the 32-bit response, based on the 128-bit random number and its individual subscriber authentication key (called the Ki key, which is stored in both the SIM card and the HLR authentication center) using the same GSM A3 algorithm.
- The SGSN compares the MS challenge response to the challenge response provided by the HLR. If they match, the MS is successfully authenticated and allowed to engage in further communication with the network.

For GPRS connections, encryption occurs between the GPRS device and an infrastructure element called the SGSN (a relatively centralized node). Encryption spans not only the radio interface but also a portion of the wire line infrastructure as well and includes Base Transceiver Stations (BTSs), Base Station Controllers (BSCs) and all of the connections leading to the SGSN.

Following authentication, the network and MS calculate a 64-bit encryption key for GPRS connections by applying a key-generating algorithm known as A8 to two values: the secret subscriber key and a random number previously used for authentication. Once the encryption key is derived, communication between the MS and the GPRS network is encrypted using an algorithm called GPRS-A5, a modified version of the A5 algorithm used in GSM networks for voice communication. GPRS-A5 is optimized for packet-data communications. This algorithm is also referred to as GPRS Encryption Algorithm (GEA). Both A5 and GPRS-A5 are based on an algorithm called COMP128. Once the data has reached the cell tower, information is routed to CALE's centralized server and stored in a MySQL Database.

CALE's back office software (CWO) then retrieves and converts the files and puts the data into a format compatible with clearinghouse banking software. The credit card information is then sent in batch mode via the clearinghouse-supplied software to the clearinghouse so that the information can be settled and then deposited into the customer account. All transaction information will be saved in the clearinghouse's software and duplicate information will also reside in CWO under Credit Card Deposits. In CWO the middle of the credit card numbers are "X'd" out so employees cannot access sensitive credit card information. Once the transactions have been authorized and processed, all other customer data is deleted, as required by PCI compliance. CALE does not dictate which clearinghouse the customer uses but instead customizes its systems to work with the customer's preferred clearinghouse.

Ryan Bonardi

Director of Sales - CALE America, Inc.

Ph. - 813.405.3900, Ext. 203

Fax - 813.405.3909

Mob. - 770.634.4947

<http://www.caleamerica.com> <<http://www.caleparkingusa.com/>>

HELP DESK: 877.620.2253

From: Drukker, Amanda <adrukker@counsel.lacounty.gov>
Sent: Monday, January 30, 2012 8:01 AM
To: Kevin Fountain; Elayne Doucette

Cc: Brad Fleischer
Subject: RE: Amanda Drukker conference call notes
Attachments: image001.jpg

My comments to Kevin's notes below.

Please let me know what you determined regarding your acceptance of debit cards.

I will do my best to have the insert to you all within the next couple of days.

Thank you.

Amanda

Amanda M.L. Drukker
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From: Kevin Fountain [mailto:KFountain@bh.lacounty.gov]
Sent: Thursday, January 26, 2012 4:00 PM
To: Elayne Doucette
Cc: Brad Fleischer; Drukker, Amanda; Kevin Fountain
Subject: Amanda Drukker conference call notes

My notes from the conference call with Amanda Drukker.

1. Obtain from TTC additional specifications regarding the required hand-shaking between B of A and the Vendor. This information fits in the Card Reader or Back Office section of our specifications. [AD: I think hand-shake includes, at a minimum, what the pay station vendor needs to pass to B of A in order to check authorization, B of A to communication authorization (or decline) back to the pay station vendor, B of A to process the payment, and B of A to settle the payment into the TTC bank account. I also asked you to make sure you the Card Reader and Back Office sections reflected what you were asking the pay station vendor to do in this regard.]

2. Accurately and completely describe what is to be PCI compliant (e.g. Pay Station Card Reader, Back Office, hardware, software). [AD: Will need to fix, at a minimum, Card Reader and Back Office sections.]

3. Add provisions for an Annual Audit; Summary Report; proof of PCI compliance (annually). [AD: I will include this in the insert I provide to you.]

4. Amanda will provide the specification text for the Security Incident process (e.g. how breaches are handled, legal liabilities). She also recommends that we include an IT Analyst in addition to the Construction analyst. The IT Analyst will work with us regarding the Software License Agreement.

5. We discussed on Wednesday's call including the specifications for the Settlement Agreement (e.g. late charges for not delivering payment transfers within a given time period). [AD: I thought I understood from you all on Wednesday's call that B of A would handle settlement of credit card payments, and another vendor (besides the pay station vendor) would handle collection of cash payments from the pay stations. If that's correct, I am not sure what settlement provisions you need in the pay station agreement. Please note Beaches has to confirm this and make sure it's where appropriate.]

6. Amanda recommended that we include detailed warranty provisions. Service levels and specify providing copies of warranties with bid. Include hosting with the Service Level Agreement. [AD: I noticed that you did not have any warranty provisions in your specifications. I also noted it was not clear to me that hosting was to be included in the warranty (Kevin told me this on Thursday). I recommended you consider adding your expectations regarding warranty, including, at a minimum, that hosting was to be included. I also recommended, if it was OK with Beaches, that you at least ask for the vendors to provide a copy of what's included in their warranty, so you could obligate them to provide at least that.]

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Kevin will review the Music Center Parking Equipment specifications (RFP-IS-10255022).

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

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Marina del Rey, CA 90292

Office: 310-305-9521

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email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Thursday, January 26, 2012 4:00 PM
To: Elayne Doucette
Cc: Brad Fleischer; Amanda Drukker; Kevin Fountain
Subject: Amanda Drukker conference call notes
Attachments: image001.jpg

My notes from the conference call with Amanda Drukker.

1. Obtain from TTC additional specifications regarding the required hand-shaking between B of A and the Vendor. This information fits in the Card Reader or Back Office section of our specifications.
2. Accurately and completely describe what is to be PCI compliant (e.g. Pay Station Card Reader, Back Office, hardware, software).
3. Add provisions for an Annual Audit; Summary Report; proof of PCI compliance (annually).
4. Amanda will provide the specification text for the Security Incident process (e.g. how breaches are handled, legal liabilities). She also recommends that we include an IT Analyst in addition to the Construction analyst. The IT Analyst will work with us regarding the Software License Agreement.
5. We discussed on Wednesday's call including the specifications for the Settlement Agreement (e.g. late charges for not delivering payment transfers within a given time period).
6. Amanda recommended that we include detailed warranty provisions. Service levels and specify providing copies of warranties with bid. Include hosting with the Service Level Agreement.

We also discussed that DBH has directly requested the data scope information for the Credit Card data from the Vendors. We are requesting to know where such sensitive data is stored and the duration of such storage for the Credit Card processing flow. Robert Pittman will assist us in reviewing the responses and tightening our specifications.

Kevin will review the Music Center Parking Equipment specifications (RFP-IS-10255022).

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Elayne Doucette

Sent: Thursday, January 26, 2012 10:14 AM

To: 'Banh, Quan '

Cc: Kevin Fountain

Subject: Pay Station Purchase

Attachments: Pay Station SpecsED1.25.12.docx.html; image002.jpg; image001.jpg

Good morning Quan,

As an update, subsequent to the ERG meeting last week, we are continuing to work with Robert Pittman and Amanda Drukker to ensure security issues are addressed in the attached draft specifications so that Mr. Pittman can provide ISD with the needed approval to move forward with the purchase.

There are few things we need input from you on:

* We need to add language to the specs to ensure that vendors can comply with whatever is needed to utilize TTC's agreements with Bank of America to process credit card transactions. Let me know if you have suggested language or can describe what we need to make sure the vendors can do. Should we be listing the platforms that the vendor must be certified with?

* Should be indicating that we will accept visa and mastercard exclusively and take out references to debit cards?

Let me know if it is easier for you to call me to discuss. I am not in the office today but can call you if it is easier.

Thank you so much for all your help.

Elayne Doucette

From: Elayne Doucette
Sent: Thursday, January 05, 2012 9:19 AM
To: Oune, Mark
Cc: 'Miyagawa, Raymond'; Banh, Quan; Adriana Zarate-Lee; Denise Washington
Subject: Pay Station Trials and Purchase

Good morning Mark,

We wanted to let you know that due to our Department's high priority to make the pay station purchase and have the pay stations operational by Memorial Day Weekend (5/25/12), we will not be proceeding with the pay station trials as indicated in our attached letter to you dated November 11, 2011. We respectfully request that you continue to aggressively move forward to establish the needed agreement with Bank of America to process wireless credit card transactions using the First Data platform that will likely be used by the selected pay station vendor so that we can meet our implementation date.

We are finalizing the attached draft pay station specifications and working with the CIO to make sure they contain all needed security requirements. Please let us know if there is anything that you would like to be specifically addressed in the specifications related to wireless credit card processing. We plan to submit a purchase requisition to ISD as soon as possible.

We sincerely appreciate your Department's continued assistance in implementing a wireless credit card program which is essential to meeting our Director's goal. Please let us know if you need any additional information.

Thank you,

Elayne Doucette

From: Miyagawa, Raymond [mailto:rmiyagawa@ttc.lacounty.gov]
Sent: Friday, December 02, 2011 11:47 AM
To: Denise Washington; Banh, Quan
Cc: Elayne Doucette; Brad Fleischer; Oune, Mark
Subject: RE: TSYS Information

Hi Denise,

Our Bank of America Merchant Services representative informed me that our current agreement with them does not allow us to use the First Data platforms nor provides us with access to First Data's Global Gateway. If you recall, Global Parking said its Payment Express software will use the Global Gateway to process with First Data. The way the pricing is outlined and flows through the First Data system is also different than the pricing structure in our current agreement as well. The Interchange and card

association/organization fees have a slightly different way of passing through than in our current agreement. Lastly, the current agreement does not allow us to establish First Data Merchant Account Numbers. Based on these factors, the Bank has requested that we prepare and execute a new agreement with it to set up the new First Data Merchant Account Numbers, and to conduct testing and processing on the First Data platform and its Global Gateway. At the same time, the Bank also requested that we add recently adopted credit card security and data storage requirements to the new agreement.

I will dedicate one person full time on this project. We estimate 12-14 weeks to prepare, negotiate and execute a new agreement with Bank of America. During that time, you can begin your pilot with Metric once we set them up under the current agreement on the TSYS platform. The Metric pilot should provide useful experience in preparing for the two pilots on the First Data platform.

Please contact me if you have any questions or need additional information.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Miyagawa, Raymond [mailto:rmiyagawa@ttc.lacounty.gov]
Sent: Thursday, December 01, 2011 10:54 AM
To: 'Denise Washington'; Banh, Quan
Cc: 'Elayne Doucette'; 'Brad Fleischer'; Oune, Mark
Subject: RE: TSYS Information

Hi Denise,

We are still working with Bank of America to determine how to setup pilot applications for Cale Parking Systems and Global Parking Solutions on the First Data platform. The setup is much more complex than we expected. We hope to have more information about the setup requirements by next week.

Quan is working on the contract modification to add wireless processing for Metric Parking. As previously discussed, this process will take at least 14 business days. Once the process is completed, the Bank will provide us the Visanet Software Parameter Download Sheet. This document contains the information requested by Metric Parking on page two (2) of the CardEase US/Canada General Activation Request form.

Please contact me if you have any questions.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Denise Washington [mailto:DWashington@bh.lacounty.gov]
Sent: Thursday, December 01, 2011 9:06 AM
To: Banh, Quan
Cc: 'Miyagawa, Raymond'; Elayne Doucette; Brad Fleischer
Subject: TSYS Information

Hi Quan,

We have confirmed that Metric parking can utilize the TSYS merchant processor. Could you please provide me with the information on page 2 of the attachment.

Thank you,

Denise Washington, Fiscal Officer I

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-577-9274

Mobile: 310-902-9416

email: dWASHINGTON@bh.lacounty.gov <<mailto:dWASHINGTON@bh.lacounty.gov>>

From: Andrew Hong

Sent: Wednesday, January 25, 2012 5:30 PM

To: Kevin Fountain

Cc: Elayne Doucette

Subject: Parking Pay Machine - Global

Attachments: Global - LA County AoC for Service Providers (DPS).pdf.html; Global - 3-2 METRO Credit Card Payment ON LINE.pdf.html; Global - DPS PCI DSS Certificate of Compliance 2010.pdf.html; image001.jpg

FYR

Thank you,

Andrew Hong, CIA, CISA

Manager, Audits Unit

County of Los Angeles - Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Phone: 310-306-5595

E-mail: ahong@bh.lacounty.gov <<mailto:ahong@bh.lacounty.gov>>

From: Andrew Hong

Sent: Wednesday, January 25, 2012 5:30 PM

To: Kevin Fountain

Cc: Elayne Doucette

Subject: Parking Pay Machine - Gale

Attachments: Cale - Document1.docx.html; image001.jpg

FYR

Thank you,

Andrew Hong, CIA, CISA

Manager, Audits Unit

County of Los Angeles - Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Phone: 310-306-5595

E-mail: ahong@bh.lacounty.gov <<mailto:ahong@bh.lacounty.gov>>

From: Andrew Hong
Sent: Wednesday, January 25, 2012 5:29 PM
To: Kevin Fountain
Cc: Elayne Doucette
Subject: Parking Pay Machine - Metric
Attachments: Metric - Security-n-Privacy Questions answered - 112111.pdf.html; Metric - CardEase U.S. General Activation Request (3g).pdf.html; Metric - Credit card payment overview v2.doc.html; Metric - PCI.pdf.html; Metric - pci_certificate_creditcall.pdf.html; Metric - PD Parking Payment Overview (Metric A) (2).pdf.html; image001.jpg

FYR

Thank you,

Andrew Hong, CIA, CISA

Manager, Audits Unit

County of Los Angeles - Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Phone: 310-306-5595

E-mail: ahong@bh.lacounty.gov <<mailto:ahong@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Wednesday, January 25, 2012 4:48 PM
To: Brad Fleischer; Elayne Doucette
Cc: Kevin Fountain
Subject: RE: Beaches Pay Stations
Attachments: image001.jpg

I met with Robert Pittman and Gene Franklin following the CIO Council meeting this morning. We reviewed in great detail our Department's requirements for the Pay Station equipment and the security risks at the hosting locations. It was determined that the risks can be greatly reduced based on how long the sensitive Credit Card data is retained on the back end server (vendor hosted system). Robert requested that we ask the vendors three additional questions which should assist in reducing the security concerns. Upon receiving the responses Robert offered to assist in writing additional requirements to place into our specification.

I am working with Elayne and Vivian to put together an email that will be sent to each of the three vendors.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, January 25, 2012 2:23 PM
To: Elayne Doucette
Cc: Brad Fleischer; Kevin Fountain
Subject: Re: Beaches Pay Stations

I am at lunch and will respond in full soon. We need to send some more questions to vendors, but things look much better.

Sent from my HTC smartphone on the Now Network from Sprint!

----- Reply message -----

From: "Elayne Doucette" <EDoucette@bh.lacounty.gov>

To: "Kevin Fountain" <KFountain@bh.lacounty.gov>

Subject: Beaches Pay Stations

Date: Wed, Jan 25, 2012 1:41 pm

Hi Kevin,

I was checking in to both see how your meeting went and to see if you can participate in a conference call with Amanda Drukker, IT County Counsel, at 3pm. I will be in an interview from about 2pm to 2:45pm. If you are available, we can do the call from either Walter's old office, or we can go to Vivian's office so she can also be included in case it is helpful.

Thank you,

Elayne Doucette

From: Drukker, Amanda [mailto:adrukker@counsel.lacounty.gov]

Sent: Wednesday, January 25, 2012 1:22 PM

To: Elayne Doucette

Cc: Bramwell, Kathleen

Subject: RE: Beaches Pay Stations

That would be helpful. I am trying to determine what level of compliance we'll need with credit/debit card rules from this vendor based upon how the pay stations will work (including how payments will be processed (and who will process them)). Should I still call you, or do you and Kevin want to call me?

Amanda

Amanda M.L. Drukker
Office of the County Counsel
500 W. Temple Street, Room 653
Los Angeles, California 90012
(213) 974-1869 (phone)
(213) 633-1915 (fax)
adrukker@counsel.lacounty.gov <mailto:adrukker@counsel.lacounty.gov>

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From: Elayne Doucette [mailto:EDoucette@bh.lacounty.gov]
Sent: Wednesday, January 25, 2012 1:20 PM
To: Drukker, Amanda
Cc: Bramwell, Kathleen
Subject: RE: Beaches Pay Stations

Ok. Let me know if you will have technical questions/if it will be helpful to have Kevin Fountain, Acting IT Section Manager also on the call.

Thank you,

Elayne Doucette

From: Drukker, Amanda [mailto:adrukker@counsel.lacounty.gov]
Sent: Wednesday, January 25, 2012 1:12 PM
To: Elayne Doucette
Cc: Bramwell, Kathleen
Subject: RE: Beaches Pay Stations

3:00 p.m. will work. I'll call you. Thanks.

Amanda

Amanda M.L. Drukker
Office of the County Counsel
500 W. Temple Street, Room 653
Los Angeles, California 90012
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(213) 633-1915 (fax)
adrukker@counsel.lacounty.gov <mailto:adrukker@counsel.lacounty.gov>

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From: Elayne Doucette [mailto:EDoucette@bh.lacounty.gov]
Sent: Wednesday, January 25, 2012 1:11 PM
To: Drukker, Amanda
Cc: Bramwell, Kathleen
Subject: RE: Beaches Pay Stations

Amanda,

I have to conduct an interview at 2pm. I am available at 3pm if that works? I have attached an email that I sent to our Department Counsel, Christina Salcedo, that provides some background info if that helps. I also attached our draft specs that we continue to refine.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <<mailto:jedoucette@bh.lacounty.gov>>

From: Drukker, Amanda [<mailto:adrukker@counsel.lacounty.gov>]

Sent: Wednesday, January 25, 2012 12:57 PM

To: Elayne Doucette

Cc: Bramwell, Kathleen

Subject: Beaches Pay Stations

Elayne:

I am working on an insert with contract provisions for Beaches to add to whatever form your solicitation takes. In order to craft the provisions, I need to understand a few things about how the stations will work. Do you have some time this afternoon to chat? I have a call from 1:00 to 1:30 or so, then a meeting at 3:30. If you have some time around 2:00, that would be great. Please let me know.

Thanks.

Amanda

Amanda M.L. Drukker
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Los Angeles, California 90012
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From: Drukker, Amanda <adrukker@counsel.lacounty.gov>
Sent: Wednesday, January 25, 2012 4:42 PM
To: Kevin Fountain
Subject: RE: DBH Pay Station teleconference
Attachments: image001.jpg

I will call you at 3:00 p.m.

Amanda

Amanda M.L. Drukker
Office of the County Counsel
500 W. Temple Street, Room 653
Los Angeles, California 90012
(213) 974-1869 (phone)
(213) 633-1915 (fax)
adrukker@counsel.lacounty.gov <mailto:adrukker@counsel.lacounty.gov>

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From: Kevin Fountain [mailto:KFountain@bh.lacounty.gov]
Sent: Wednesday, January 25, 2012 4:02 PM
To: Drukker, Amanda
Cc: Kevin Fountain
Subject: DBH Pay Station teleconference

Amanda,

My afternoon schedule cleared tomorrow so you can call me any time after 1:30 p.m.

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoue@bh.lacounty.gov>

From: Elayne Doucette
Sent: Wednesday, January 25, 2012 4:18 PM
To: Kevin Fountain
Subject:FW: Beaches Pay Stations
Attachments: Pay Station Purchase.html; Pay Station SpecsED1.11.12.docx.html; image001.jpg

Attached are the latest specs that I provided to Amanda. Please use this as a starting point for making additional changes.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Wednesday, January 25, 2012 1:11 PM
To: 'Drukker, Amanda'
Cc: Bramwell, Kathleen
Subject: RE: Beaches Pay Stations

Amanda,

I have to conduct an interview at 2pm. I am available at 3pm if that works? I have attached an email that I sent to our Department Counsel, Christina Salcedo, that provides some background info if that helps. I also attached our draft specs that we continue to refine.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <mailto:jedoucette@bh.lacounty.gov>

From: Drukker, Amanda [mailto:adrukker@counsel.lacounty.gov]

Sent: Wednesday, January 25, 2012 12:57 PM

To: Elayne Doucette

Cc: Bramwell, Kathleen

Subject: Beaches Pay Stations

Elayne:

I am working on an insert with contract provisions for Beaches to add to whatever form your solicitation takes. In order to craft the provisions, I need to understand a few things about how the stations will

work. Do you have some time this afternoon to chat? I have a call from 1:00 to 1:30 or so, then a meeting at 3:30. If you have some time around 2:00, that would be great. Please let me know.

Thanks.

Amanda

Amanda M.L. Drukker
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From: Elayne Doucette
Sent: Wednesday, January 25, 2012 4:09 PM
To: Kevin Fountain
Subject:FW: Pay Station Purchase
Attachments: RFP 10255022.zip.html; Individual Evaluation Spreadsheet Final.xlsx.html; image002.jpg; Reference Evaluation.doc.html; image001.jpg

As discussed, attached are the documents from the RFP that was done for the Music Center. There is info/specs included that may be helpful for us.

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Monday, January 23, 2012 2:45 PM
To: Elayne Doucette
Subject: RE: Pay Station Purchase

Hi Elayne –

Sorry for the delay. I had to get the documents from another manager. Attached are the RFP documents (including the specifications, drawings, and cost spreadsheet), the evaluation spreadsheet, and the reference evaluation sheet.

Based on the costs from ISD's bid, it appears that there were a lot of services involved. Do you have a budgetary estimate for your requirements, and if so, have you verified whether Board approval is required (due to the \$ amount of the services portion)?

Also, ISD had hired a third-party consultant to assist with the specifications. Will Beaches & Harbors be doing the same?

Let me know if you want to talk to the folks that spear-headed ISD's Parking Equipment purchase and I will forward you their info...Or, let me know if there is anything else you need.

Thank you,

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Monday, January 23, 2012 1:11 PM

To: Erica Salas

Subject: Pay Station Purchase

Hi Erica,

I am following up on our phone conversation last week. If possible, please provide copies of the RFP documentation used for your recent parking pay station purchase as well as any related guidelines you can provide. We really appreciate your assistance so that we can get this going asap.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Wednesday, January 18, 2012 5:38 PM
To: Erica Salas
Subject: RE: Pay Station Purchase

Hi Erica,

We met with our Director and he is interested in possibly having ISD use an RFP as opposed to an RFB for this purchase. Can you provide more detailed documentation of what is required and how the RFP purchase process works so that we can make an informed decision?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, January 18, 2012 11:44 AM
To: Elayne Doucette
Subject: RE: Pay Station Purchase

Ok...Thanks for the update!

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, January 18, 2012 11:43 AM
To: Erica Salas
Subject: RE: Pay Station Purchase

Thanks!

As an updated, the CIO is requiring us to present the pay station project to the eCommerce Readiness Committee tomorrow. Hopefully, this will result in final needed adjustments to the specifications that the CIO can approve.

Elayne Doucette

From: Erica Salas
Sent: Wednesday, January 18, 2012 11:41 AM

To: Elayne Doucette
Subject: RE: Pay Station Purchase

No...at least not before the bid is released according to my Technology Unit sources. Once the bid closes, we will review and software license and Counsel may get involved at that point.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Wednesday, January 18, 2012 11:39 AM
To: Erica Salas
Subject: RE: Pay Station Purchase

Thanks Erica. Also, will there be any need to get approval from County Counsel related to a software license agreement or otherwise?

Thank you,

Elayne Doucette

From: Erica Salas
Sent: Wednesday, January 18, 2012 11:36 AM
To: Elayne Doucette
Cc: Peter Genov; Adriana Zarate-Lee
Subject: RE: Pay Station Purchase

Hi Elayne –

I'm sorry. I must have missed your email. CIO approval is required BEFORE the bid goes out. Let me know if you need anything else. Thanks!

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette

Sent: Wednesday, January 18, 2012 11:33 AM
To: Erica Salas
Cc: Peter Genov; Adriana Zarate-Lee
Subject: RE: Pay Station Purchase

Hi Erica,

I just tried to call you. We are meeting with our Director this afternoon and I just wanted to confirm the answer to my question regarding CIO approval. Is CIO approval required before we go out to bid or do we need their final approval before the purchase is made? Please let me know.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Wednesday, January 11, 2012 1:51 PM
To: Erica Salas
Cc: Peter Genov; Adriana Zarate-Lee
Subject: RE: Pay Station Purchase

Hi Erica,

Thanks for the information. We will continue to work with the CIO to get their approval for the purchase. Do we need to have their approval before we go out to bid or do we need their final approval

before the purchase is made? Also, will there be any need to get approval from County Counsel related to a software license agreement or otherwise?

Related to the funding for the pay stations, one-time funding was approved by the CEO and the Board in our 2011-12 Supplemental Budget request to replace the pay stations. Therefore, per David Wei, our CEO Budget Analyst, we do not need an Exception Request. Attached for your reference is a copy of the approved 2011-12 Supplemental Budget changes.

Lastly, to confirm from our conversation yesterday, we cannot use Data Park as a vendor as they do not provide a solar option which is how we power all of the pay stations.

Thank you very much for your continued assistance.

Elayne Doucette

From: Erica Salas
Sent: Wednesday, January 11, 2012 10:46 AM
To: Elayne Doucette
Cc: Peter Genov
Subject: RE: Pay Station Purchase

Hi Elaine –

I discussed the approvals with my Division Management and you will need CIO approval. I believe the CIO analyst for your department is Gene Franklin. He can be reached at (213) 253-5620 or

gfranklin@cio.lacounty.gov. Additionally, if general funds (A01) will be used, you will also need the CEO's approval (CEO exception form).

Let me know if you have any further questions.

ERICA Q. SALAS

Section Manager, Construction Acquisitions

County of Los Angeles

Internal Services Department | Purchasing Division

1100 N. Eastern Ave., Los Angeles, CA 90063

Phone (323) 267-2272

Email: esalas@isd.lacounty.gov <<mailto:esalas@isd.lacounty.gov>>

From: Elayne Doucette
Sent: Monday, January 09, 2012 10:50 AM
To: Erica Salas
Subject: Pay Station Purchase

Good morning Erica,

I wanted to touch bases with you as I am leading the pay station purchase for the Department of Beaches and Harbors. I have been working with Peter Genov and he has been very helpful in answering my many questions.

As noted by Ritu in her email below, we will make sure the purchase specifications indicate that the vendor will take out and haul away the obsolete equipment. The draft specifications are attached. We are working to finalize the specifications and plan to have a requisition to ISD very soon.

I have discussed with Peter that our Director would like the new pay station equipment installed by May 2012. Peter has indicated that he will do his best to meet this deadline. It is my understanding that on other technology purchases our Department has made that ISD also needed to obtain approval from the CIO and County Counsel. Please let us know what approvals/time requirements ISD has for processing the purchase once you receive the purchase requisition/specifications so that we can make sure we are accurately reporting the purchase timeline to our Director.

Thank you so much for your assistance.

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <<mailto:jedoucette@bh.lacounty.gov>>

From: Adriana Zarate-Lee
Sent: Thursday, January 05, 2012 2:54 PM
To: Elayne Doucette
Subject: FW: Salvaging Parking Equipment

FYI

Thank you,

Adriana Zarate-Lee

From: Ritu Sehgal
Sent: Thursday, January 05, 2012 2:52 PM
To: Adriana Zarate-Lee
Cc: Erica Salas
Subject: RE: Salavaging Parking Equipment

Adriana:

Hello! No need to fill out a 635 form. Please make sure to include in the Statement of Work that the vendor will take out and haul away obsolete equipment. Erica Salas' group can help you with the RFP. Here is her contact information:

Erica Salas

323-267-2272

esalas@isd.lacounty.gov

She is out of the office today and our office is closed tomorrow. I believe she will be back on Monday.

Let me know if you have any other questions.

Have a nice weekend!

Ritu

From: Adriana Zarate-Lee
Sent: Thursday, January 05, 2012 11:48 AM
To: Ritu Sehgal
Cc: Erica Salas
Subject: RE: Salavaging Parking Equipment

Ritu,

Please see responses to your questions below.

Thank you,

Adriana Zarate-Lee

From: Ritu Sehgal
Sent: Thursday, January 05, 2012 9:49 AM
To: Adriana Zarate-Lee
Cc: Erica Salas
Subject: Salavaging Parking Equipment

Adriana:

Good morning! A few more questions:

1. Which vendor (current or newly awarded) will be taking out and hauling away the obsolete equipment? A newly awarded.
2. Which Department (Beaches or ISD) will be releasing the RFP? ISD will issue a request for bid through their purchase order process.
3. What is the time frame for this project? We anticipate the purchase order to be issued by April 2012. Our Director would like the equipment installed by end of May 2012.

I have copied Erica Salas on this email. She is the Manager for the Construction Acquisition Section.

Thank you!

Ritu

From: Ritu Sehgal
Sent: Wednesday, January 04, 2012 10:01 AM
To: Adriana Zarate-Lee
Subject: RE: Salavaging Parking Equipment

Hi Adriana:

Happy New Year!! I will get back to you on this either today or tomorrow.

Thank you!

Ritu

From: Adriana Zarate-Lee
Sent: Friday, December 30, 2011 4:15 PM
To: Ritu Sehgal
Subject: RE: Salavaging Parking Equipment

Ritu,

Sorry it took me so long to respond, but I needed to confer with the end user before I could respond. Below are responses to your questions.

1. Is there value to the obsolete parking equipment? The equipment is ten years old and the technology is no longer supported by the vendor. Therefore, there only value is scrap metal.
2. Is the vendor going to “de-install” and haul away the obsolete equipment? Yes
3. Are you paying the vendor to do so? Yes

Thank you,

Adriana Zarate-Lee

From: Ritu Sehgal
Sent: Monday, December 19, 2011 4:20 PM
To: Adriana Zarate-Lee
Subject: RE: Salavaging Parking Equipment

Adriana:

Hello! I have a few questions to ask:

1. Is there value to the obsolete parking equipment?
2. Is the vendor going to “de-install” and haul away the obsolete equipment?

3. Are you paying the vendor to do so?

Also, you have to fill out Attmt 1 – 635 Form. I am sending you the link to where this form is located (there is also a sample on how to fill out the form). See link below:

<http://countysurplus.co.la.ca.us/scripts/surForms.cfm>

Let me know if you have any additional questions.

Thank you!

Ritu

From: Adriana Zarate-Lee
Sent: Monday, December 19, 2011 2:55 PM
To: Ritu Sehgal
Subject: Salavaging Parking Equipment

We are in the process of preparing an RFP to replace all of our pay-and-display parking equipment. We would like to have the vendor remove and dispose of the old obsolete parking equipment. I would like to know if this is okay to do and if so, what documents should be prepared to document the disposal of the parking equipment?

Thank you,

Adriana Zarate-Lee, Head, Financial Services

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-305-9576

Mobile: 310.350.9333

email: alee@bh.lacounty.gov

From: Kevin Fountain
Sent: Monday, January 23, 2012 12:39 PM
To: Robert Pittman
Cc: Elayne Doucette; Francis Puyat; Kevin Fountain
Subject: DBH Pay Station hosting
Attachments: image001.jpg

Robert,

We are again following up on the issue of hosting the Pay Station system outside of the United States. We have looked into the system that was recently installed at the Music Center per the ERG recommendation. The vendor does not provide solar powered equipment which is one of our primary requirements.

Is there any additional research or information to be considered prior to making your recommendation regarding this hosting issue? If this is your final recommendation could you confirm this in writing. Can you also provide specific wording that needs to be added to the specifications to meet these requirements/restrictions?

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Friday, January 06, 2012 10:07 AM
To: Kevin Fountain; Francis Puyat
Cc: Elayne Doucette
Subject: RE: Voice Mail Message

The issue and risks are significantly greater in doing business outside of the U.S. versus within the U.S.

The Electronic Payment systems service providers have increased in the previous five years, where there must be adequate providers within this nation.

How did you conclude there is a single vendor that can provide this service in the universe (and it is outside of the U.S.)?

Additionally, if this is the case, where I have some difficulty coming to this realization, then your requirements and objectives should be reexamined thoroughly.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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From: Kevin Fountain
Sent: Friday, January 06, 2012 8:21 AM
To: Robert Pittman; Francis Puyat
Cc: Kevin Fountain; Elayne Doucette
Subject: Re: Voice Mail Message

We have an issue as we may discover that only one vendor will meet this restriction and that one vendor may not be our preferred choice. What can we do to meet both of our objectives?

Sent from my HTC smartphone on the Now Network from Sprint!

----- Reply message -----

From: "Robert Pittman" <RPittmanJr@cio.lacounty.gov>
To: "Kevin Fountain" <KFountain@bh.lacounty.gov>, "Francis Puyat" <fpuyat@bh.lacounty.gov>
Subject: Voice Mail Message
Date: Thu, Jan 5, 2012 6:48 pm

It is the CISO and the County's position to not entertain, recommend, and promote externally hosted sites outside of the domestic U.S. The security and privacy laws are murky because of the jurisdictional lines, to name a few of the issues.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

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bus: (213) 253-5631 Los Angeles office

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From: Kevin Fountain
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To: Robert Pittman

Cc: Elayne Doucette; Francis Puyat; Kevin Fountain
Subject: DBH Pay Station hosting
Attachments: image001.jpg

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Kevin Fountain

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To: Kevin Fountain; Francis Puyat
Cc: Elayne Doucette
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From: Kevin Fountain
Sent: Friday, January 06, 2012 8:21 AM
To: Robert Pittman; Francis Puyat
Cc: Kevin Fountain; Elayne Doucette
Subject: Re: Voice Mail Message

We have an issue as we may discover that only one vendor will meet this restriction and that one vendor may not be our preferred choice. What can we do to meet both of our objectives?

Sent from my HTC smartphone on the Now Network from Sprint!

----- Reply message -----

From: "Robert Pittman" <RPittmanJr@cio.lacounty.gov>
To: "Kevin Fountain" <KFountain@bh.lacounty.gov>, "Francis Puyat" <fpuyat@bh.lacounty.gov>
Subject: Voice Mail Message
Date: Thu, Jan 5, 2012 6:48 pm

It is the CISO and the County's position to not entertain, recommend, and promote externally hosted sites outside of the domestic U.S. The security and privacy laws are murky because of the jurisdictional lines, to name a few of the issues.

Robert

Robert Pittman, MPA, CISM

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From: Vivian Paquin-Sanner
Sent: Thursday, January 19, 2012 7:40 AM
To: Kevin Fountain
Cc: Elayne Doucette
Subject:FW: Cale - Credit Card Processors
Attachments: image001.jpg

Received this from Cale this morning.

Thank you

Vivian Sanner

310.305.9508

From: James Vetter [mailto:james.vetter@caleamerica.com]
Sent: Thursday, January 19, 2012 6:29 AM
To: Vivian Paquin-Sanner
Subject: Cale - Credit Card Processors

Hello Vivian,

Ryan Bonardi asked that I send you a list of credit card processors that Cale is currently working with. We use Tender Retail as middleware that allows us to work with different processors so you aren't forced to use any one processor and in most cases can use your current credit card processor. If your processor isn't on this list, please let me know who you are using and there is a very good chance we can support your processor as well.

Tsys / Vital / Visanet

Elavon / Nova

Global Payments East

First Data/Cardnet (north platform)

First Data (South platform – Nashville)

Fifth Third

Heartland / ADS

Paymentech, Chase Paymentech

Regards,

James Vetter

Cale America

13808 Monroes Business Park

Tampa, Fl 33635

Mobile: (727) 430-6788

Office: (813) 405-3900

From: Elayne Doucette

Sent: Wednesday, January 18, 2012 5:34 PM

To: Kevin Fountain

Subject:FW: Pay Station Vendors - Back Office Reports

Attachments: FW Back Office Information.html; FW Back Office Information.html; FW CALE Screen Shots.html; image001.jpg

Kevin, Included in attached emails are examples of the back office reports that Global, Metric and Cale, respectively, can provide. As Brad mentioned, he would like our input on which are the most user friendly.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <mailto:jedoucette@bh.lacounty.gov>

From: Elayne Doucette
Sent: Wednesday, January 18, 2012 5:33 PM
To: Kevin Fountain
Subject:FW: FIS and Bank of America Pricing Schedules
Attachments: B&H Point Dume December 2011 Merchant Statement.pdf.html; BH Point Dume cost comparison.xlsx.html; image001.jpg

fyi

Thank you,

Elayne Doucette

From: Banh, Quan [mailto:qbanh@ttc.lacounty.gov]
Sent: Wednesday, January 18, 2012 4:17 PM
To: Elayne Doucette
Cc: Salazar, Terrie
Subject: RE: FIS and Bank of America Pricing Schedules

Hi Elayne,

Per your request, I used the Beaches and Harbors Point Dume's transaction data from Bank of America merchant statement for the month of December 2011 (see first document) to prepare the estimated FIS pricing for your application, using the Agency Absorbed Interchange Pass-through (IPT) Model (see second document).

Please note that Bank of America only processes your Visa and MasterCard transactions. The discount rate includes IPT and a Bank of America fee. Bank of America fee is 0.19% of the transaction amount. The IPT fee is determined by Visa/MasterCard.

Per the FIS pricing calculation, the Bank of America fee is being replaced with FIS fee. FIS fee is 0.05% of the transaction amount plus \$0.05 per transaction (0.05% + \$0.05). The estimated FIS discount rate is 4.74% and Bank of America actual rate is 4.13%. Also note, that the interchange fee will vary depending on the type of card presented, how it was processed, and the type of merchant accepting. The interchange fee for which your transactions qualify is a critical factor in determining your discount rate. Therefore, the discount rate will vary each merchant statement. Your current IPT fee is high because the transactions were not batch and settle daily. When you switch to the new wireless processing method, you will see a decrease in the IPT fee.

In addition, FIS charges the following discount rates for American Express and Discover transactions:

American Express = 1.99% + \$0.07 + \$0.05

Discover = 1.85% + \$0.07 + \$0.05

A chargeback may occur after settlement, if the cardholder, card association or card company dispute a charge posted to the cardholder's account. Some of the reasons for a chargeback are: charge not authorized, billing errors, and fraudulent card use. FIS will charge a fee of \$7.95 per each chargeback.

If you have any questions, please do not hesitate to contact me.

Thanks,

Quan

Quan Banh | County of Los Angeles Treasurer and Tax Collector | Banking Operations | Cash Management Division

Tel: (213) 974-2334 | Fax: (213) 625-2249 | qbanh@ttc.lacounty.gov

“Improving County Services Through E-Commerce”

From: Elayne Doucette [mailto:EDoucette@bh.lacounty.gov]
Sent: Wednesday, January 18, 2012 8:49 AM
To: Banh, Quan
Subject: FIS and Bank of America Pricing Schedules

Quan, Attached is a recent statement. I appreciate any input you have.

Thank you,

Elayne Doucette

From: Banh, Quan [mailto:qbanh@ttc.lacounty.gov]
Sent: Tuesday, January 17, 2012 12:08 PM
To: Elayne Doucette
Subject: FIS and Bank of America Pricing Schedules

Hi Elayne,

Per our discussion, the attached PDF file is the FIS (aka Link2Gov) pricing schedule. Option 1 will apply to your application.

The word document is the pricing schedule from Bank of America Merchant Services.

To prepare the cost comparison, please provide me with a copy of your recent merchant statement with Bank of America Merchant Services. You may fax the merchant statement to my attention at (213) 625-2249.

Thanks,

Quan

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Tel: (213) 974-2334 | Fax: (213) 625-2249 | qbanh@ttc.lacounty.gov

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From: Kevin Fountain

Sent: Wednesday, January 18, 2012 10:45 AM

To: 'tsalazar@ttc.lacounty.gov'

Cc: Kevin Fountain

Subject: DBH Pay Station E-Commerce Readiness Group meeting draft notes

Attachments: Working Points - FIS.docx.html; image001.jpg

Terrie,

I left you a voice mail regarding DBH's planned meeting with the E-Commerce Readiness Group tomorrow. Attached are some working points that we are putting together for tomorrow's meeting. We had a teleconference with Roozan Zarifian and FIS yesterday to do some preliminary preparation for the meeting. We followed up with inquiries to some Parking Equipment vendors regarding a statement from FIS that their API must be placed on each Pay Station meter.

You will find in our notes that the Department is going to request that we not be requested to place an API onto the individual meter due to time and technical reasons. Do you foresee any issue with us requesting that FIS or any other credit card processing agency interface through the vendor's centralized server? Have I missed anything that would normally be discussed at the ERG meeting? Any assistance you could provide would be greatly appreciated.

Thank you for your time with this,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Wednesday, January 18, 2012 8:30 AM
To: Adriana Zarate-Lee
Cc: Elayne Doucette; Kevin Fountain
Subject: RE: FIS and Bank of America Pricing Schedules
Attachments: image001.jpg

Adriana,

I am trying to understand the rate structures that Elayne provided.

For the TTC merchant services rates I have (there appears to be other fees for Discover and Amex):

Visa –0.3% plus \$ 0.0195 per transaction

M/C –0.31% plus \$ 0.0185 per transaction

For the FIS agency absorbed rates (Option 1) I have the following: {what are the IPT fees?}

Visa & M/C –IPT plus 0.05% plus \$ 0.05 per transaction

Amex – 1.99% plus \$ 0.12 per transaction

Discover – 1.85% plus \$ 0.12 per transaction

We may have additional optional service fees with either choice (e.g. Application Service Provider per transaction fee in option 1).

Baring the IPT being excessive and any additional fees we may encumber, these figures show that using FIS to process the Credit Card payments may be cost effective.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, January 17, 2012 1:09 PM
To: Kevin Fountain; Adriana Zarate-Lee
Subject: FW: FIS and Bank of America Pricing Schedules

FYI. Below is info I got from TTC.

Adriana, would you have a recent B of A merchant statement that Quan is asking for?

Thank you,

Elayne Doucette

From: Banh, Quan [mailto:qbanh@ttc.lacounty.gov]
Sent: Tuesday, January 17, 2012 12:08 PM
To: Elayne Doucette
Subject: FIS and Bank of America Pricing Schedules

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Thanks,

Quan

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Tel: (213) 974-2334 | Fax: (213) 625-2249 | qbanh@ttc.lacounty.gov

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From: Elayne Doucette
Sent: Tuesday, January 17, 2012 5:37 PM
To: Kevin Fountain
Subject: Pay Station Info Sheet
Attachments: Pay Station Purchase- E-Commerce Committe.doc.html; image001.jpg

I put together some summary info to possibly use for our meeting. Feel free to change, correct, or discard.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <<mailto:jedoucette@bh.lacounty.gov>>

From: Elayne Doucette
Sent: Tuesday, January 17, 2012 3:13 PM
To: Kevin Fountain
Subject: FW: Net Receipts for December 2011
Attachments: PayStations FY 2010-2011.xlsx.html; image001.jpg

FYI, in FY10-11, 128,324 credit card transactions totaling \$750,323 were processed at 46 pay stations, for an average of \$5.85 per transaction.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Tuesday, January 17, 2012 1:09 PM
To: Kevin Fountain; Adriana Zarate-Lee
Subject: FW: FIS and Bank of America Pricing Schedules
Attachments: Link2Gov Amnd 3 Exhibit B Pricing Schedule.pdf.html; Mod 71 Exh 1-Page 2.doc.html; image001.jpg

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Adriana, would you have a recent B of A merchant statement that Quan is asking for?

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From: Kevin Fountain
Sent: Thursday, January 12, 2012 9:09 AM
To: Elayne Doucette
Cc: Kevin Fountain; Adriana Zarate-Lee
Subject: FW: DBH Pay and Display RFB draft specifications
Attachments: image001.jpg

Elayne,

Below is the latest response regarding FIS. I intend to attend the ERG meeting with Francis next week. Dennis is the only person from IT who has attended the eCommerce Readiness Group meeting, Betsy believes that Adriana has also attended these meetings in the past. As recommended, we should attempt to have a teleconference with Roozan and FIS prior to the meeting (either Tuesday or Wednesday). Who should be included in the teleconference (e.g. Adriana, yourself)?

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Thursday, January 12, 2012 8:50 AM
To: Roozan Zarifian; Kevin Fountain
Cc: Francis Puyat; Peter Loo; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Additionally, I would strongly encourage your attendance at the next ERG meeting (as stated by Roozan) because of your expressed rigid timelines that you have indicated.

Prior to the ERG meeting, if possible, confer with FIS to brief them on the system requirements and your department's expectations with Roozan and FIS. She can assist in coordinating this conference call/meeting. This would be a good prelude to the ERG Meeting where all of the other stakeholders are present.

Thanks for following-up on the PCI PoS requirements.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

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Los Angeles, CA 90071

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bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

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From: Roozan Zarifian
Sent: Thursday, January 12, 2012 8:40 AM
To: Kevin Fountain; Robert Pittman
Cc: Francis Puyat; Peter Loo; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Good morning Kevin – The decision to whether to use FIS or not will be made by the ERG Committee, not TTC. The Committee meets once a month and our next meeting is scheduled for next Thursday, 1/19. You are more than welcome to join us next week and present your project/need to the Committee, or we can bring it up on your behalf. If you are interesting in attending the meeting, please let us know so that we can add you to the agenda and send you a meeting invite.

Also, can you please let us know who from TTC you have been in communications with?

Thank You,

Roozan Zarifian

Los Angeles County

Chief Information Office

office: (213) 253-5641

cell: (213) 219-0802

rzarifian@cio.lacounty.gov

From: Kevin Fountain
Sent: Thursday, January 12, 2012 7:44 AM
To: Robert Pittman

Cc: Francis Puyat; Peter Loo; Roozan Zarifian; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Robert,

Thank you for the comments you provided. We have already discussed the need to reformat the document, I believe it will be a "T-spec"? We did contact our TTC contact regarding FIS. We are still communicating with TTC regarding whether we must use FIS or if it is not necessary for this type of transaction.

Francis and I reviewed the PCI website, specifically the DSS and POS documentation for Parking equipment. We did not see this type of equipment singled out. However POS is included as part of the DSS standard, therefore we included PCI DSS as a mandatory minimum in the requirements.

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Friday, January 06, 2012 3:34 PM
To: Kevin Fountain
Cc: Francis Puyat; Peter Loo; Roozan Zarifian; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Attached are some comments regarding the specs. The document does not seem to be in a RFB format. Will ISD format the specs for the RFB? If so, another review will be warranted to validate the mandatory minimum requirements, etc.

PCI DSS is a mandatory requirement for this application. However, the follow-up question pertained to the PCI POS device standard. For example, is your pay and display units referenced in the PCI POS?

One other question, have anybody spoke with FIS regarding their solution? If so, what were the results of that discussion?

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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<<http://infosec.mylacounty.info>> .

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From: Kevin Fountain
Sent: Tuesday, January 03, 2012 5:08 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: DBH Pay and Display RFB draft specifications
Importance: High

Robert,

Attached is the draft specifications for the Beaches and Harbor's Pay and Display RFB that we plan to submit to ISD. Francis and I reviewed both the PCI standards and the LACARRS requirements document regarding POS. We feel that the PCI DSS requirement fulfills your inquiry regarding POS compliance. You were planning to inquire regarding using FIS to handle the credit card transactions. Have you done this yet and if so what are your findings? If there are any gaps in our requirements please let us know ASAP as we plan to submit this RFB to ISD within the next two weeks.

Thank you again for the time you are taking in assisting us with this purchase.

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Robert Pittman
Sent: Thursday, January 12, 2012 8:58 AM
To: Kevin Fountain
Cc: Elayne Doucette; Francis Puyat; Roozan Zarifian
Subject: RE: Voice Mail Message
Attachments: image001.jpg

It seems your approach is tied to procuring and provisioning the equipment, and the payment processor providing e-commerce services. They are not mutually exclusive.

Therefore, it is recommended to dialogue with FIS (the County standard) and have the discussion previously noted in an earlier email from today. During that discussion, FIS can articulate how they interface with vendors/manufacturers of specific devices (e.g., parking meters) and provide the required payment services.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

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From: Kevin Fountain
Sent: Thursday, January 12, 2012 8:45 AM
To: Robert Pittman
Cc: Elayne Doucette; Francis Puyat; Kevin Fountain
Subject: RE: Voice Mail Message

Robert,

There are about a dozen vendors who provide this type of parking equipment. In assessing these vendors the department determined that the three vendors in question are the best candidates which meet our needs. This was a very thorough, detailed assessment of the available vendors. Unfortunately two of the three candidates host their systems outside of the US. We have already approached them regarding the possibility of hosting within the U.S. however it is cost prohibitive for them. Again we need to know what if any requirements we should incorporate into our specifications to satisfy security needs if hosted outside of the U.S.

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Friday, January 06, 2012 10:07 AM
To: Kevin Fountain; Francis Puyat
Cc: Elayne Doucette
Subject: RE: Voice Mail Message

The issue and risks are significantly greater in doing business outside of the U.S. versus within the U.S.

The Electronic Payment systems service providers have increased in the previous five years, where there must be adequate providers within this nation.

How did you conclude there is a single vendor that can provide this service in the universe (and it is outside of the U.S.)?

Additionally, if this is the case, where I have some difficulty coming to this realization, then your requirements and objectives should be reexamined thoroughly.

Robert

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From: Kevin Fountain
Sent: Friday, January 06, 2012 8:21 AM
To: Robert Pittman; Francis Puyat
Cc: Kevin Fountain; Elayne Doucette
Subject: Re: Voice Mail Message

We have an issue as we may discover that only one vendor will meet this restriction and that one vendor may not be our preferred choice. What can we do to meet both of our objectives?

Sent from my HTC smartphone on the Now Network from Sprint!

----- Reply message -----

From: "Robert Pittman" <RPittmanJr@cio.lacounty.gov>
To: "Kevin Fountain" <KFountain@bh.lacounty.gov>, "Francis Puyat" <fpuyat@bh.lacounty.gov>
Subject: Voice Mail Message
Date: Thu, Jan 5, 2012 6:48 pm

It is the CISO and the County's position to not entertain, recommend, and promote externally hosted sites outside of the domestic U.S. The security and privacy laws are murky because of the jurisdictional lines, to name a few of the issues.

Robert

Robert Pittman, MPA, CISM

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From: Robert Pittman
Sent: Thursday, January 12, 2012 8:50 AM
To: Roozan Zarifian; Kevin Fountain
Cc: Francis Puyat; Peter Loo; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications
Attachments: image001.jpg

Additionally, I would strongly encourage your attendance at the next ERG meeting (as stated by Roozan) because of your expressed rigid timelines that you have indicated.

Prior to the ERG meeting, if possible, confer with FIS to brief them on the system requirements and your department's expectations with Roozan and FIS. She can assist in coordinating this conference call/meeting. This would be a good prelude to the ERG Meeting where all of the other stakeholders are present.

Thanks for following-up on the PCI PoS requirements.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

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From: Roozan Zarifian
Sent: Thursday, January 12, 2012 8:40 AM
To: Kevin Fountain; Robert Pittman
Cc: Francis Puyat; Peter Loo; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Good morning Kevin – The decision to whether to use FIS or not will be made by the ERG Committee, not TTC. The Committee meets once a month and our next meeting is scheduled for next Thursday, 1/19. You are more than welcome to join us next week and present your project/need to the Committee, or we can bring it up on your behalf. If you are interesting in attending the meeting, please let us know so that we can add you to the agenda and send you a meeting invite.

Also, can you please let us know who from TTC you have been in communications with?

Thank You,

Roozan Zarifian

Los Angeles County

Chief Information Office

office: (213) 253-5641

cell: (213) 219-0802

rzarifian@cio.lacounty.gov

From: Kevin Fountain
Sent: Thursday, January 12, 2012 7:44 AM
To: Robert Pittman
Cc: Francis Puyat; Peter Loo; Roozan Zarifian; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Robert,

Thank you for the comments you provided. We have already discussed the need to reformat the document, I believe it will be a "T-spec"? We did contact our TTC contact regarding FIS. We are still communicating with TTC regarding whether we must use FIS or if it is not necessary for this type of transaction.

Francis and I reviewed the PCI website, specifically the DSS and POS documentation for Parking equipment. We did not see this type of equipment singled out. However POS is included as part of the DSS standard, therefore we included PCI DSS as a mandatory minimum in the requirements.

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Friday, January 06, 2012 3:34 PM
To: Kevin Fountain
Cc: Francis Puyat; Peter Loo; Roozan Zarifian; Gene Franklin
Subject: RE: DBH Pay and Display RFB draft specifications

Attached are some comments regarding the specs. The document does not seem to be in a RFB format. Will ISD format the specs for the RFB? If so, another review will be warranted to validate the mandatory minimum requirements, etc.

PCI DSS is a mandatory requirement for this application. However, the follow-up question pertained to the PCI POS device standard. For example, is your pay and display units referenced in the PCI POS?

One other question, have anybody spoke with FIS regarding their solution? If so, what were the results of that discussion?

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

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Sent: Tuesday, January 03, 2012 5:08 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: DBH Pay and Display RFB draft specifications
Importance: High

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Thank you again for the time you are taking in assisting us with this purchase.

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Thursday, January 12, 2012 8:45 AM
To: Robert Pittman
Cc: Elayne Doucette; Francis Puyat; Kevin Fountain
Subject: RE: Voice Mail Message
Attachments: image001.jpg

Robert,

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Sent: Friday, January 06, 2012 10:07 AM
To: Kevin Fountain; Francis Puyat
Cc: Elayne Doucette
Subject: RE: Voice Mail Message

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Sent: Friday, January 06, 2012 8:21 AM
To: Robert Pittman; Francis Puyat
Cc: Kevin Fountain; Elayne Doucette
Subject: Re: Voice Mail Message

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Sent from my HTC smartphone on the Now Network from Sprint!

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To: "Kevin Fountain" <KFountain@bh.lacounty.gov>, "Francis Puyat" <fpuyat@bh.lacounty.gov>
Subject: Voice Mail Message
Date: Thu, Jan 5, 2012 6:48 pm

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Robert

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From: Elayne Doucette
Sent: Wednesday, January 11, 2012 6:15 PM
To: Brad Fleischer; Vivian Paquin-Sanner; Adriana Zarate-Lee; Kevin Fountain
Subject: Pay Station Purchase Status
Attachments: RE Pay Station Purchase.html; RE Voice Mail Message.html; image001.jpg; Pay Station SpecsED1.11.12.docx.html

The attached word file is the revised draft pay station specifications for your review and comment. Revisions since the last copy you received are highlighted in blue. (Note that maps with addresses and locations of pay stations to be installed are being finalized and will be attached to the specifications.)

We are still working with ISD and the CIO before the specifications can be submitted for purchase:

ISD - We are working with Erica Salas, Manager, Construction & Acquisitions, ISD Purchasing, to nail down the purchasing timeline and approvals needed. We definitely need CIO approval. Details are in first email attached.

CIO – We are working with Robert Pittman, CISO, to get his approval of the purchase specifications. Primarily at this point, we are trying to determine if it is possible to select a vendor that is hosted outside of the United States. Details are in second email attached. Kevin is following up again with Robert Pittman.

I have scheduled a meeting for Santos next Wednesday, Jan 18th at 5pm (could possibly be changed to 4pm), to discuss the pay station purchase status and to get his involvement if needed with the CIO. Please plan on attending if needed.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <mailto:jedoucette@bh.lacounty.gov>

From: Robert Pittman

Sent: Friday, January 06, 2012 3:34 PM

To: Kevin Fountain

Cc: Francis Puyat; Peter Loo; Roozan Zarifian; Gene Franklin

Subject: RE: DBH Pay and Display RFB draft specifications

Attachments: Pay Station SpecsED 01 03 12 (CISO Reviewed 010612).docx.html; image001.jpg

Attached are some comments regarding the specs. The document does not seem to be in a RFB format. Will ISD format the specs for the RFB? If so, another review will be warranted to validate the mandatory minimum requirements, etc.

PCI DSS is a mandatory requirement for this application. However, the follow-up question pertained to the PCI POS device standard. For example, is your pay and display units referenced in the PCI POS?

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Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

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Sent: Tuesday, January 03, 2012 5:08 PM
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Cc: Kevin Fountain; Francis Puyat
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Importance: High

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Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

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Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

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To: Kevin Fountain; Francis Puyat
Cc: Elayne Doucette
Subject: RE: Voice Mail Message

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Sent from my HTC smartphone on the Now Network from Sprint!

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To: "Kevin Fountain" <KFountain@bh.lacounty.gov>, "Francis Puyat" <fpuyat@bh.lacounty.gov>
Subject: Voice Mail Message
Date: Thu, Jan 5, 2012 6:48 pm

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Robert

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From: Robert Pittman
Sent: Thursday, January 05, 2012 6:48 PM
To: Kevin Fountain; Francis Puyat
Subject: Voice Mail Message

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Robert

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Sent: Tuesday, January 03, 2012 5:08 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: DBH Pay and Display RFB draft specifications
Attachments: image001.jpg; Pay Station SpecsED 01 03 12.docx.html

Importance: High

Robert,

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Kevin Fountain

Information Technology

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Department of Beaches and Harbors

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Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

From: Denise Washington
Sent: Tuesday, January 03, 2012 4:30 PM
To: Elayne Doucette
Cc: Adriana Zarate-Lee; Kevin Fountain
Subject: FIS Process
Attachments: image001.jpg

Hi Elayne,

I spoke with Terrie and learned that it is possible for FIS to process transactions for these various types of equipment. She stated that we need to discuss this with Angela Fish, with FIS (559) 308-0379. I mentioned that we should have a teleconference and she agreed, all she asked it that she be included. FIS will not speak with us unless they know she is involved. Terrie said we should ask Angela specific questions about each type of proposed equipment to see if FIS is compatible. I was thinking I can call Angela and set up a time for the four of us to talk with her if you like.

Thank you,

Denise Washington, Fiscal Officer I

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-577-9274

Mobile: 310-902-9416

email: dWASHINGTON@bh.lacounty.gov <<mailto:dWASHINGTON@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Wednesday, December 28, 2011 9:37 AM
To: Elayne Doucette
Cc: Francis Puyat; Vivian Paquin-Sanner; Brad Fleischer
Subject: RE: Teleconference with Robert Pittman
Attachments: image001.jpg; Pay Station SpecsED12 2811-KLF.docx.html

I have attached the document with my comments included, added/changed text is highlighted in yellow. I also noted a number of formatting issues:

There is an inconsistent use of periods or lack of periods for the bulleted items.

Several sections contained numbered items {e.g. 1.} but are not formatted as "Numbering". This is causing the text alignment to be off.

Note: I moved bullet #6 in section P to the location for bullet #11 (since renumbered in my version). It made more sense to keep this and the next bullet point together.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Tuesday, December 27, 2011 4:02 PM
To: Kevin Fountain
Cc: Francis Puyat; Vivian Paquin-Sanner; Brad Fleischer
Subject: RE: Teleconference with Robert Pittman
Importance: High

Kevin,

Attached are draft pay station specs for your further review to recommend any changes/additions needed to ensure we include all CIO requirements based on your recent teleconference. The attached draft specs include input from our parking consultant, myself, Vivian and your initial requested additions per the attached email.

We appreciate your thorough review and comments asap so that we can continue as quickly as possible with the purchase process through ISD. I am concurrently submitting these draft specs to ISD for their input.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Monday, December 19, 2011 3:18 PM

To: Elayne Doucette
Cc: Francis Puyat; Kevin Fountain
Subject: Teleconference with Robert Pittman

Elayne,

We had a productive conference call with Robert and covered a number of points which will be beneficial in creating the RFB. The following were some of the general questions that came out of the meeting.

1. Has this project been presented to the eCommerce Readiness Committee for their review? I am attempting to obtain more information regarding what this involves and whether Dennis already submitted this project to the ERC.
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5. Robert suggests that the requirements not only inquire regarding the level of background check performed for the vendor's IT personnel but to require that the types of background checks be listed (see Global Parking Solutions example below).

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

From: Francis Puyat
Sent: Wednesday, December 28, 2011 8:24 AM
To: Kevin Fountain
Subject: PCI DSS Standard
Attachments: PCI SSC - Overview.pdf.html; image001.png

FYI . . .

Francis M Puyat

Information Technology Section

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way, Marina Del Rey, CA 90292

310/305.9515 (Office) - 310/902.9804 (Mobile)

Emailto: fpuyat@bh.lacounty.gov <mailto:fpuyat@bh.lacounty.gov>

From: Brad Fleischer
Sent: Wednesday, December 28, 2011 7:00 AM
To: Kevin Fountain; Elayne Doucette; Adriana Zarate-Lee
Subject: New Parking Pay Stations
Attachments: image001.jpg

Please keep regularly pressing this with the CIO, ISD and other interested parties. Santos asks about it almost every week, so we all need to ensure we're pushing and communicating. If any other departments are dragging their feet, then be sure that we all discuss it so we can get assistance from executive management as needed.

Thank you,

Brad Fleischer

From: Elayne Doucette
Sent: Tuesday, December 27, 2011 4:29 PM
To: Brad Fleischer
Subject: New Parking Pay Stations

Hi Brad,

Vivian submitted her comments to me on the draft specs, so I got them off to Kevin for further discussion with the CIO. I also sent them to ISD and let them know that I will follow up with them next week.

Elayne Doucette

From: Elayne Doucette
Sent: Monday, December 19, 2011 5:24 PM
To: Brad Fleischer
Cc: Kevin Fountain; Adriana Zarate-Lee
Subject: RE: Teleconference with Robert Pittman
Attachments: image001.jpg

My understanding at this point is that we will work with the CISO to ensure the specifications are complete. After we submit to ISD, receive the bids back and select a recommended vendor, we would need to go back to the CISO and they would get the IT County Counsel involved to ensure the contract includes all the necessary provisions. I will confirm if this is accurate. Let me know if anyone has any more info.

Thank you,

Elayne Doucette

From: Brad Fleischer
Sent: Monday, December 19, 2011 5:00 PM
To: Elayne Doucette
Cc: Kevin Fountain; Adriana Zarate-Lee
Subject: RE: Teleconference with Robert Pittman

No. Please proceed. We all need to be working and focused on this to the extent possible to keep it steadily moving forward. Let's ensure we brief Santos right after the New Year so he knows where we're at, any revised timeframe, etc.

In reading through your summary of Robert's concerns, what came to mind was the extensive involvement by County Counsel in regards to the Asset/Property Management System. I'm not sure if they too need to be involved at some point in this process to review and comment?

Thank you,

Brad Fleischer

From: Elayne Doucette
Sent: Monday, December 19, 2011 4:53 PM
To: Brad Fleischer
Cc: Kevin Fountain; Adriana Zarate-Lee
Subject: FW: Teleconference with Robert Pittman

Brad,

Kevin reports below on his conference call this morning with Robert Pittman, CISO, regarding the three pay station vendors that we have been looking at. Mr. Pittman is bringing up some points not yet raised, including whether this project should be presented to the eCommerce Committee and whether the selected vendor should be required to use FIS (the County eCommerce processor). I am not very familiar with this process or how it could effect our project or timeline.

Mr. Pittman also brought up other security concerns that we need to make sure are included in our pay station specifications (which Kevin refers to below as RFB – Request for Bid). I am currently working on the pay station specifications. Tomorrow, I will provide Kevin with the draft specifications for his review to begin incorporating the CISO's concerns. Note that I also plan to send the draft specs to the ISD Buyer, Peter Jenove, to see if he can provide comments and to discuss our questions related to how the specifications best be presented. Let me know if you would like to look at the draft specs before I proceed with this.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Monday, December 19, 2011 3:18 PM
To: Elayne Doucette
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Subject: Teleconference with Robert Pittman

Elayne,

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2. Have we been provided a Data Flow transaction walkthrough (a Visio diagram will be adequate) of the credit card transaction? At what point is data encrypted within the transaction, is there any hardware component that retains the data (including flash memory), what is the duration that the data is retained, where and how is the data retained. This transaction walkthrough is to cover the Pay & Display system, the processing center, and the hosting environment.
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Robert urged that the following points be included in the RFB:

1. That the vendor is PCI DSS certified, this is a mandatory minimum requirement. Kevin and Francis to review the PCI Point of Sale standards to determine if Pay and Display devices are included and if so add that the vendor is required to be certified under the PCI POS standards.
2. All payment services, external hosting, all related transaction processing, and support services (including the Help Desk) must be provided within the United States and adhere to U.S. regulatory standards.
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5. Robert suggests that the requirements not only inquire regarding the level of background check performed for the vendor's IT personnel but to require that the types of background checks be listed (see Global Parking Solutions example below).

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Kevin Fountain
Sent: Monday, December 19, 2011 5:01 PM
To: Elayne Doucette
Cc: Adriana Zarate-Lee; Brad Fleischer; Kevin Fountain
Subject: RE: Teleconference with Robert Pittman
Attachments: image001.jpg

I apologize, I neglected to add the Global Parking Solutions example mentioned in bullet 5 of the RFB section.

23) What level of background check is required for your IT personnel (e.g., support staff), regardless if full-, or part-time? At a minimum, do you perform a criminal background check?

Criminal & Driving Conviction History

Personal Credit Check

Commercial Financial Check

Driving License Check

Accident Compensation History

Qualifications / Professional Licenses & Memberships

Employment History Check

Independent Identity Verification NZ Immigration Status Employment Court Judgments Global Media

Search Court Search (Civil & Commercial)

New Zealand Telephone Database Check

Resumé Check

Database Check

AML Check (Risk, Compliance, Anti Money Laundering and Counter Terrorism Check)

Those With Access To A Company Vehicle Drivers License Status Monitoring Registration

Demerit points and Demerit Suspensions Report

Thank you,

Kevin Fountain

From: Elayne Doucette

Sent: Monday, December 19, 2011 4:53 PM

To: Brad Fleischer

Cc: Kevin Fountain; Adriana Zarate-Lee

Subject: FW: Teleconference with Robert Pittman

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

From: Brad Fleischer
Sent: Monday, December 19, 2011 5:00 PM
To: Elayne Doucette
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Subject: RE: Teleconference with Robert Pittman
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No. Please proceed. We all need to be working and focused on this to the extent possible to keep it steadily moving forward. Let's ensure we brief Santos right after the New Year so he knows where we're at, any revised timeframe, etc.

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Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

From: Kevin Fountain
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Cc: Francis Puyat; Kevin Fountain
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Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

From: Kevin Fountain
Sent: Wednesday, December 14, 2011 8:55 AM
To: Vivian Paquin-Sanner
Cc: Kevin Fountain; Elayne Doucette
Subject: RE: Trial Period for Pay Stations
Attachments: image001.jpg

Vivian,

This appears to be a question for Fiscal not IT. This looks like GPS would like to communicate with a representative from TTC .

Thank you,

Kevin Fountain

From: Vivian Paquin-Sanner
Sent: Tuesday, December 13, 2011 2:18 PM
To: Kevin Fountain
Subject: FW: Trial Period for Pay Stations

Are you him? (See below)

Thank you

Vivian Sanner

310.305.9508

From: Michael Kavur [mailto:mkavur@globalparkingusa.com]
Sent: Thursday, December 08, 2011 6:22 PM
To: Vivian Paquin-Sanner
Subject: Re: Trial Period for Pay Stations

Hi Vivian,

Can you provide contact details for your TSYS account representative? I'd like to talk to them about the possibility of getting the connection to TSYS.

Thanks,

Michael

Michael Kavur
President
Global Parking Solutions USA, LLC
(267) 288-3766

From: Vivian Paquin-Sanner <VPaquin-Sanner@bh.lacounty.gov>

Date: Mon, 5 Dec 2011 17:08:30 -0800

To: Vivian Paquin-Sanner<VPaquin-Sanner@bh.lacounty.gov>

Subject: Trial Period for Pay Stations

I must apologize for putting such urgency to the trail period and then we are not prepared to begin. Unfortunately because of the credit card authorization and the fact that the County (Treasurer and Tax Collector) is unprepared to accept the banking system that the pay stations work through it will take approximately 12-14 weeks before it can happen. Because of our short timeline we have been given to spend the money we do not think that we will be able to do the trial period and may go directly to the bidding process.

I would very much like to do the trial and are awaiting the Director's decision on how we might be able to expedite the banking/credit card challenge. If there is at all a possibility that we will be able to work in the trial period, you will be the first to know.

I will keep you up to date and thank you for expediting the process on your end.

Thank you,

Vivian Sanner

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office:310.305.9508

email: vsanner@bh.lacounty.gov

From: Robert Pittman
Sent: Tuesday, December 13, 2011 7:30 PM
To: Kevin Fountain
Cc: Francis Puyat
Subject:RE: Vendor Testing Security questions
Attachments: image001.jpg; image002.png; image003.png

The call was among us, not the vendors. Based on our conversation those thoughts can be shared with the vendors.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer
County of Los Angeles

Sent from my HTC Verizon Wireless Phone.

From: Kevin Fountain <KFountain@bh.lacounty.gov>
Sent: Tuesday, December 13, 2011 6:03 PM
To: Robert Pittman <RPittmanJr@cio.lacounty.gov>
Cc: Francis Puyat <fpuyat@bh.lacounty.gov>; Kevin Fountain <KFountain@bh.lacounty.gov>
Subject: RE: Vendor Testing Security questions

We are attempting to set up back to back teleconferences with the Information Security Officer/IT Manager from each of the vendors. We will set them up as 15 minutes each with a five minute gap between in case we run long. Is this what you intended us to do and will 15 minutes be sufficient to cover all of your questions?

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Tuesday, December 13, 2011 4:07 PM
To: Kevin Fountain
Cc: Francis Puyat
Subject: RE: Vendor Testing Security questions

Here are some available dates/times:

12/19 10am-11am

12/19 4pm-5pm

12/20 2pm-4pm

Please note that I will start a brief vacation on 12/22/11.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info/>> .

“Improving County Services Through E-Commerce”

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From: Kevin Fountain
Sent: Tuesday, December 13, 2011 7:30 AM
To: Robert Pittman
Cc: Francis Puyat; Kevin Fountain
Subject: RE: Vendor Testing Security questions

Robert, thank you for taking the time to review the vendor responses. We are attempting to set up a teleconference as you requested. Can you suggest some times that you will be available today, tomorrow, or early next week?

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Monday, December 12, 2011 6:39 PM
To: Kevin Fountain
Cc: Francis Puyat
Subject: RE: Vendor Testing Security questions

Perhaps, we should have a conference call to review the testing methodology that will be utilized prior to proceeding, and address some of my concerns regarding the selected vendors for testing.

Based on my review of the feedback from the vendor's completion of the security questionnaire, it seems that only Metric Parking satisfies our requirements.

GPS seems to be comparable to Metric Parking; however, their hosted systems are outside of the United States, perhaps, this need to be confirmed.

Cale USA security and privacy posture is lax in numerous areas.

Just curious – how do you plan on procuring this solution?

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
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From: Kevin Fountain
Sent: Tuesday, December 06, 2011 4:07 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

I am writing again to check the status of your evaluation. Have you received sufficient information from each of the vendors to make a decision regarding proceeding with the trials? Again we are on a very tight schedule and need your approval in order to proceed with the trials.

I have attached a letter to the Treasurer and Tax Collector signed by Kerry Silverstrom “Chief Deputy Director” for Santos H. Kreimann “Director of Beaches and Harbors”. You were copied on the letter.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, November 30, 2011 10:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

I want to be respectful of your time while still accomplishing this time sensitive project. We would appreciate it if you could review the attached vendor responses and let us know if further information is needed for any of them. For each vendor who has supplied sufficient information could you provide us an approval to proceed with the wireless credit card testing as appropriate. Please be advised that the TTC Department is awaiting CIO approval before they will begin their work in setting up the merchant accounts which is needed as part of this testing.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, November 23, 2011 2:21 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

Just a reminder that we are awaiting your response. Again, we are on a tight schedule to complete the purchase and installation of a new Pay and Display system this Fiscal Year. As part of our evaluation of available products we want to ensure that there are no access issues in sites from which we have historically had poor wireless services. We would really appreciate if you could review and respond to each of the vendors questionnaires which have been attached.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Monday, November 21, 2011 9:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions

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Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, November 21, 2011 9:22 AM
To: Kevin Fountain; Francis Puyat
Cc: Brad Fleischer; Vivian Paquin-Sanner; Denise Washington; Andrew Hong
Subject: Vendor Testing Security questions
Importance: High

Kevin/Francis,

Each of the three trial vendors have responded to the security questions provided by the CISO. The responses and contact information for the three vendors are included in the attached emails from Metric, Cale, and Global, respectively. The three vendors are available to answer any follow-up questions or provide any additional information needed.

Please provide to the CISO and see if this information is sufficient for his approval to proceed with the trials. We need an email approval from the CISO to proceed with the trials for three vendors to provide to the Treasurer & Tax Collector asap.

Thank you,

Elayne Doucette

From: Francis Puyat
Sent: Wednesday, November 16, 2011 4:11 PM
To: Robert Pittman; Kevin Fountain
Cc: Gene Franklin; Brad Fleischer; Elayne Doucette; Gene Campbell
Subject: RE: Vendor Testing Security questions

Hi Robert,

We appreciate your assistance and support with this project. We will proceed in its completion with your security concerns and guidance in mind.

Thank you,

Francis M Puyat

From: Robert Pittman
Sent: Wednesday, November 16, 2011 3:52 PM
To: Kevin Fountain
Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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From: Kevin Fountain
Sent: Wednesday, November 09, 2011 3:03 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

The Department of Beaches and Harbors will be replacing it's Pay and Display units by early May next year. The replacement of these units is one of the highest priority initiatives at our Department and the schedule to accomplish this is very tight. As part of our evaluation of possible vendors we are setting up some demos to prove that the wireless connectivity will function in our more challenging locations. We would like these demos to be held within the next month. Below is a set of questions we plan to submit to the vendors who will be participating in the demos. The units will be handling both cash and credit card transactions. The credit card information will be transmitted securely via a wireless communication. Our Fiscal unit is working with TTC to handle the revenue collection. Below are the questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

Please have the vendor supply the following information:

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kevin Fountain

Sent: Tuesday, December 13, 2011 1:32 PM

To: Brad Fleischer

Cc: Elayne Doucette; Adriana Zarate-Lee; Denise Washington; Vivian Paquin-Sanner; Kevin Fountain

Subject: RE: Pay and Display Parking Equipment

Attachments: image001.jpg; FW Pay Station Trials.html

Based on the time requested by TTC to establish a new agreement and the delays in getting an approval from the CIO's office, I recommend that you adjust the testing dates to no earlier than January and February 2012. Under the best case scenario we could have all processes and approvals in place for testing to begin with a single vendor (Metric Parking) before the end of this month.

Note: Based on the attached email from Elayne to Kerry from December 6, she was anticipating testing to begin in March, the purchase order in place by the end of June, and equipment installed next August.

Thank you,

Kevin Fountain

From: Brad Fleischer
Sent: Tuesday, December 13, 2011 11:24 AM
To: Denise Washington; Kevin Fountain; Vivian Paquin-Sanner
Cc: Elayne Doucette; Adriana Zarate-Lee
Subject: Pay and Display Parking Equipment

Can you please update this to show where we're at as of today? Please make any changes in red and send to me by 3 p.m. today, if you would.

Pay and Display Parking Equipment - The Department was approved for \$1.1 million in new funding this fiscal year to purchase 60 new Pay and Display parking machines. The Department had demonstrations from three pay station vendors, Global, Metric and Cale. We are proceeding to test the three pay stations as soon as possible at various sites on our beaches and in the Marina during the months of December 2011 and January 2012. We have obtained the needed Auditor-Controller approval, and are working to obtain Chief Information Office approval as well as to put needed systems in place with the Treasurer and Tax Collector to proceed with the trials. We should have a timeline in the next few days as to when the trials can begin. At this time, it is expected that all new equipment will be purchased, installed and operating by Memorial Day weekend.

Thank you,

Brad Fleischer, Division Chief

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9544

Mobile: 310-420-6324

email: bfleischer@bh.lacounty.gov

From: Robert Pittman
Sent: Monday, December 12, 2011 6:39 PM
To: Kevin Fountain
Cc: Francis Puyat
Subject: RE: Vendor Testing Security questions
Attachments: image001.jpg; image002.png; image003.png

Perhaps, we should have a conference call to review the testing methodology that will be utilized prior to proceeding, and address some of my concerns regarding the selected vendors for testing.

Based on my review of the feedback from the vendor's completion of the security questionnaire, it seems that only Metric Parking satisfies our requirements.

GPS seems to be comparable to Metric Parking; however, their hosted systems are outside of the United States, perhaps, this need to be confirmed.

Cale USA security and privacy posture is lax in numerous areas.

Just curious – how do you plan on procuring this solution?

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

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From: Kevin Fountain

Sent: Tuesday, December 06, 2011 4:07 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

I am writing again to check the status of your evaluation. Have you received sufficient information from each of the vendors to make a decision regarding proceeding with the trials? Again we are on a very tight schedule and need your approval in order to proceed with the trials.

I have attached a letter to the Treasurer and Tax Collector signed by Kerry Silverstrom "Chief Deputy Director" for Santos H. Kreimann "Director of Beaches and Harbors". You were copied on the letter.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, November 30, 2011 10:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

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I want to be respectful of your time while still accomplishing this time sensitive project. We would appreciate it if you could review the attached vendor responses and let us know if further information is needed for any of them. For each vendor who has supplied sufficient information could you provide us an approval to proceed with the wireless credit card testing as appropriate. Please be advised that the TTC Department is awaiting CIO approval before they will begin their work in setting up the merchant accounts which is needed as part of this testing.

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Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
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Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kevin Fountain
Sent: Monday, December 12, 2011 5:03 PM
To: Brad Fleischer
Cc: Elayne Doucette; Kevin Fountain
Subject:FW: Vendor Testing Security questions
Attachments: image001.jpg; image002.png; image003.png

Just got to this email. I'll forward the response as soon as I receive it.

Thank you,

Kevin Fountain

From: Robert Pittman
Sent: Monday, December 12, 2011 3:55 PM
To: Kevin Fountain
Cc: Francis Puyat
Subject: RE: Vendor Testing Security questions

You will have feedback today.

I apologize for the delay – been dealing with a security breach at one of our departments for the last 7-10 days or so.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

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Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

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<< OLE Object: Picture (Device Independent Bitmap) >>

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Sent: Monday, December 12, 2011 4:49 PM
To: Brad Fleischer
Cc: Kevin Fountain
Subject:FW: Vendor Testing Security questions
Attachments: image001.jpg; image002.png; image003.png; Wireless Request Letter to TTC.PDF.html;
FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy
Questions.html

Importance: High

Below is the draft email that was provided to Santos on December 1. I have included an additional email message I sent to Robert Pittman on December 6.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Thursday, December 01, 2011 9:00 AM
To: Santos Kreimann
Cc: Kerry Silverstrom; Brad Fleischer; Elayne Doucette; Kevin Fountain
Subject: FW: Vendor Testing Security questions

Importance: High

Santos,

Below is the email that we drafted for you to send to Richard Sanchez per your discussion with Brad. We are requesting your assistance in getting the needed CIO security approval to move forward with the wireless credit card processing testing of the vendor pay stations. In addition to the draft letter I have attached the relevant string of emails with the vendor security questionnaires.

Thank you,

Kevin Fountain

Hi Richard,

I wanted to ask for your assistance in getting the needed security approvals to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

The three vendors that will be participating in the testing prepared the attached responses to the Security & Privacy Vendor Assessment that Robert Pittman quickly provided to us upon our initial request. We know that you are very busy, but we would appreciate any assistance you can provide in expediting this review and ultimate approval of these vendor tests.

Thanks for whatever you can do!

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Subject: Vendor Testing Security questions

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The Department of Beaches and Harbors will be replacing it's Pay and Display units by early May next year. The replacement of these units is one of the highest priority initiatives at our Department and the schedule to accomplish this is very tight. As part of our evaluation of possible vendors we are setting up some demos to prove that the wireless connectivity will function in our more challenging locations. We would like these demos to be held within the next month. Below is a set of questions we plan to submit to the vendors who will be participating in the demos. The units will be handling both cash and credit card transactions. The credit card information will be transmitted securely via a wireless communication. Our Fiscal unit is working with TTC to handle the revenue collection. Below are the questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

Please have the vendor supply the following information:

- Proof of PCI Compliance stating what level and when the certification expires
- How many hits occur on the servicer side and the period
- What anti-virus is being used
- The number of security incidents (e.g. breaches, viruses) which have occurred over the last two years and what actions were taken

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kevin Fountain

Sent: Wednesday, December 07, 2011 12:00 PM

To: Brad Fleischer

Subject: RE: Vendor Testing Security questions

Attachments: image001.jpg; image002.png; image003.png

Not yet, Elayne is still tracking this. I continue to send reminders to Robert Pittman.

From: Brad Fleischer <BFleischer@bh.lacounty.gov>

Sent: Wednesday, December 07, 2011 11:52 AM

To: Kevin Fountain <KFountain@bh.lacounty.gov>

Subject: RE: Vendor Testing Security questions

Do you know if this went out?

Thank you,

Brad Fleischer

From: Kevin Fountain
Sent: Thursday, December 01, 2011 9:00 AM
To: Santos Kreimann
Cc: Kerry Silverstrom; Brad Fleischer; Elayne Doucette; Kevin Fountain
Subject: FW: Vendor Testing Security questions
Importance: High

Santos,

Below is the email that we drafted for you to send to Richard Sanchez per your discussion with Brad. We are requesting your assistance in getting the needed CIO security approval to move forward with the wireless credit card processing testing of the vendor pay stations. In addition to the draft letter I have attached the relevant string of emails with the vendor security questionnaires.

Thank you,

Kevin Fountain

Hi Richard,

I wanted to ask for your assistance in getting the needed security approvals to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

The three vendors that will be participating in the testing prepared the attached responses to the Security & Privacy Vendor Assessment that Robert Pittman quickly provided to us upon our initial request. We know that you are very busy, but we would appreciate any assistance you can provide in expediting this review and ultimate approval of these vendor tests.

Thanks for whatever you can do!

From: Kevin Fountain
Sent: Wednesday, November 30, 2011 10:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

I want to be respectful of your time while still accomplishing this time sensitive project. We would appreciate it if you could review the attached vendor responses and let us know if further information is needed for any of them. For each vendor who has supplied sufficient information could you provide us an approval to proceed with the wireless credit card testing as appropriate. Please be advised that the TTC Department is awaiting CIO approval before they will begin their work in setting up the merchant accounts which is needed as part of this testing.

Thank you,

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From: Kevin Fountain
Sent: Wednesday, November 23, 2011 2:21 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

Just a reminder that we are awaiting your response. Again, we are on a tight schedule to complete the purchase and installation of a new Pay and Display system this Fiscal Year. As part of our evaluation of available products we want to ensure that there are no access issues in sites from which we have historically had poor wireless services. We would really appreciate if you could review and respond to each of the vendors questionnaires which have been attached.

Thank you,

Kevin Fountain

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To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions

Robert,

Attached are the responses from the Vendors to the security questions you provided. Please review and let us know if there are any issues in going forward with the trials of their products. We need a CISO approval email to proceed with the trial for each of the vendors. We will be forwarding the approval letter to the Treasurer and Tax Collector.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, November 21, 2011 9:22 AM
To: Kevin Fountain; Francis Puyat
Cc: Brad Fleischer; Vivian Paquin-Sanner; Denise Washington; Andrew Hong
Subject: Vendor Testing Security questions
Importance: High

Kevin/Francis,

Each of the three trial vendors have responded to the security questions provided by the CISO. The responses and contact information for the three vendors are included in the attached emails from Metric, Cale, and Global, respectively. The three vendors are available to answer any follow-up questions or provide any additional information needed.

Please provide to the CISO and see if this information is sufficient for his approval to proceed with the trials. We need an email approval from the CISO to proceed with the trials for three vendors to provide to the Treasurer & Tax Collector asap.

Thank you,

Elayne Doucette

From: Francis Puyat
Sent: Wednesday, November 16, 2011 4:11 PM
To: Robert Pittman; Kevin Fountain
Cc: Gene Franklin; Brad Fleischer; Elayne Doucette; Gene Campbell
Subject: RE: Vendor Testing Security questions

Hi Robert,

We appreciate your assistance and support with this project. We will proceed in its completion with your security concerns and guidance in mind.

Thank you,

Francis M Puyat

From: Robert Pittman
Sent: Wednesday, November 16, 2011 3:52 PM
To: Kevin Fountain
Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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From: Kevin Fountain
Sent: Wednesday, November 09, 2011 3:03 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

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some demos to prove that the wireless connectivity will function in our more challenging locations. We would like these demos to be held within the next month. Below is a set of questions we plan to submit to the vendors who will be participating in the demos. The units will be handling both cash and credit card transactions. The credit card information will be transmitted securely via a wireless communication. Our Fiscal unit is working with TTC to handle the revenue collection. Below are the questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

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Information Technology

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Department of Beaches and Harbors

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Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdove@bh.lacounty.gov>>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kevin Fountain
Sent: Tuesday, December 06, 2011 4:07 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject:FW: Vendor Testing Security questions
Attachments: image001.jpg; image002.png; image003.png; Wireless Request Letter to TTC.PDF.html;
FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy
Questions.html

Importance: High

Robert,

I am writing again to check the status of your evaluation. Have you received sufficient information from each of the vendors to make a decision regarding proceeding with the trials? Again we are on a very tight schedule and need your approval in order to proceed with the trials.

I have attached a letter to the Treasurer and Tax Collector signed by Kerry Silverstrom "Chief Deputy Director" for Santos H. Kreimann "Director of Beaches and Harbors". You were copied on the letter.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, November 30, 2011 10:51 AM
To: Robert Pittman

Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions
Importance: High

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<< File: Security & Privacy Questions - PCI.pdf >>

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Robert Pittman, MPA, CISM

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Information Technology

County of Los Angeles

Department of Beaches and Harbors

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Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Elayne Doucette

Sent: Tuesday, December 06, 2011 2:00 PM

To: Kevin Fountain

Subject:FW: Pay Station Trials

Attachments: Wireless Request Letter to TTC.pdf.html; image002.jpg; image001.jpg

Hi Kevin,

Below is a string of emails to bring you up-to-date on the where we are with the pay station trials. Basically TTC is stating they need 12 to 14 weeks before we can proceed. Santos is going to see if he can talk to their Director to see if he can get this timeframe reduced. Meanwhile, we still need to get the CISO's approval and would like you to keep following up as we hope to get this going asap.

Attached is a letter we drafted for TTC a few weeks ago. TTC just asked for a signed copy, so Kerry signed it today even though it is dated 11/21/11. We need to provide a copy to Robert Pittman as he is copied on it. We can just mail out or you can email to him as part of your follow-up if you prefer. Let me know.

Thank you,

Elayne Doucette

From: Kerry Silverstrom
Sent: Monday, December 05, 2011 6:50 PM
To: Elayne Doucette
Cc: Brad Fleischer; Vivian Paquin-Sanner
Subject: RE: Pay Station Trials

I forwarded your e-mail to Santos and he's going to discuss it with the T-TC, Mark Saladino.

From: Elayne Doucette
Sent: Monday, December 05, 2011 10:53 AM
To: Kerry Silverstrom
Cc: Brad Fleischer; Vivian Paquin-Sanner
Subject: Pay Station Trials

Kerry,

We got some restrictive timeframes from TTC for proceeding with trials in the email below. TTC is indicating a set up time of 12 to 14 weeks to get the necessary processes in place for two of the three vendors we want to trial, Cale and Global. (The third vendor, Metric, can be set up more quickly with existing systems). This would put us into March before a trial could begin and would make a tight, but possible, timeframe for having a purchase order in place by 6/30/12, with installation by 8/31/12.

We would like to meet with you and Santos to discuss how to proceed given this new information.

Thank you,

Elayne Doucette

From: Miyagawa, Raymond [mailto:rmiyagawa@ttc.lacounty.gov]
Sent: Friday, December 02, 2011 11:47 AM
To: Denise Washington; Banh, Quan
Cc: Elayne Doucette; Brad Fleischer; Oune, Mark
Subject: RE: TSYS Information

Hi Denise,

Our Bank of America Merchant Services representative informed me that our current agreement with them does not allow us to use the First Data platforms nor provides us with access to First Data's Global Gateway. If you recall, Global Parking said its Payment Express software will use the Global Gateway to process with First Data. The way the pricing is outlined and flows through the First Data system is also different than the pricing structure in our current agreement as well. The Interchange and card association/organization fees have a slightly different way of passing through than in our current agreement. Lastly, the current agreement does not allow us to establish First Data Merchant Account Numbers. Based on these factors, the Bank has requested that we prepare and execute a new agreement with it to set up the new First Data Merchant Account Numbers, and to conduct testing and processing on the First Data platform and its Global Gateway. At the same time, the Bank also requested that we add recently adopted credit card security and data storage requirements to the new agreement.

I will dedicate one person full time on this project. We estimate 12-14 weeks to prepare, negotiate and execute a new agreement with Bank of America. During that time, you can begin your pilot with Metric once we set them up under the current agreement on the TSYS platform. The Metric pilot should provide useful experience in preparing for the two pilots on the First Data platform.

Please contact me if you have any questions or need additional information.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Miyagawa, Raymond [mailto:rmiyagawa@ttc.lacounty.gov]

Sent: Thursday, December 01, 2011 10:54 AM

To: 'Denise Washington'; Banh, Quan

Cc: 'Elayne Doucette'; 'Brad Fleischer'; Oune, Mark

Subject: RE: TSYS Information

Hi Denise,

We are still working with Bank of America to determine how to setup pilot applications for Cale Parking Systems and Global Parking Solutions on the First Data platform. The setup is much more complex than we expected. We hope to have more information about the setup requirements by next week.

Quan is working on the contract modification to add wireless processing for Metric Parking. As previously discussed, this process will take at least 14 business days. Once the process is completed, the Bank will provide us the Visanet Software Parameter Download Sheet. This document contains the

information requested by Metric Parking on page two (2) of the CardEase US/Canada General Activation Request form.

Please contact me if you have any questions.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Denise Washington [mailto:DWashington@bh.lacounty.gov]

Sent: Thursday, December 01, 2011 9:06 AM

To: Banh, Quan

Cc: 'Miyagawa, Raymond'; Elayne Doucette; Brad Fleischer

Subject: TSYS Information

Hi Quan,

We have confirmed that Metric parking can utilize the TSYS merchant processor. Could you please provide me with the information on page 2 of the attachment.

Thank you,

Denise Washington, Fiscal Officer I

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-577-9274

Mobile: 310-902-9416

email: dWASHINGTON@bh.lacounty.gov <<mailto:dWASHINGTON@bh.lacounty.gov>>

From: Kevin Fountain

Sent: Thursday, December 01, 2011 9:00 AM

To: Santos Kreimann

Cc: Kerry Silverstrom; Brad Fleischer; Elayne Doucette; Kevin Fountain

Subject:FW: Vendor Testing Security questions

Attachments: image001.jpg; image002.png; image003.png; FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy Questions.html

Importance: High

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Information Technology

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Department of Beaches and Harbors

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email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

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To: Kevin Fountain
Cc: Brad Fleischer
Subject: RE: Vendor Testing Security questions
Attachments: image001.jpg; image004.jpg; image005.jpg

Let's see if you hear from Robert on this. I will forward to Kerry on Monday if we have not.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Wednesday, November 30, 2011 5:00 PM
To: Brad Fleischer
Cc: Elayne Doucette; Kevin Fountain
Subject: FW: Vendor Testing Security questions

Importance: High

Brad,

I sent another email message to Robert Pittman this morning and still have not received a response. I have also left him voice mail messages and expressed the urgency of this project via Gene during a CCERT meeting held at the DYC. The direct contact at the CCERT meeting resulted in obtaining the Vendor Security Question list, but there has been no response since that time. Below is the email to the CIO's Acting Chief Deputy Greg Melendez that you requested during the TTC teleconference meeting. Elayne and I collaborated on this email. I have also included the email chain for completeness.

Hi Greg,

I wanted to ask for your assistance in getting the needed security approvals to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

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Thanks for whatever you can do!! I hope this finds you well – Kerry

Thank you,

Kevin Fountain

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Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

I want to be respectful of your time while still accomplishing this time sensitive project. We would appreciate it if you could review the attached vendor responses and let us know if further information is needed for any of them. For each vendor who has supplied sufficient information could you provide us an approval to proceed with the wireless credit card testing as appropriate. Please be advised that the TTC Department is awaiting CIO approval before they will begin their work in setting up the merchant accounts which is needed as part of this testing.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, November 23, 2011 2:21 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat

Subject: FW: Vendor Testing Security questions
Importance: High

Robert,

Just a reminder that we are awaiting your response. Again, we are on a tight schedule to complete the purchase and installation of a new Pay and Display system this Fiscal Year. As part of our evaluation of available products we want to ensure that there are no access issues in sites from which we have historically had poor wireless services. We would really appreciate if you could review and respond to each of the vendors questionnaires which have been attached.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Monday, November 21, 2011 9:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions

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approval email to proceed with the trial for each of the vendors. We will be forwarding the approval letter to the Treasurer and Tax Collector.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, November 21, 2011 9:22 AM
To: Kevin Fountain; Francis Puyat
Cc: Brad Fleischer; Vivian Paquin-Sanner; Denise Washington; Andrew Hong
Subject: Vendor Testing Security questions
Importance: High

Kevin/Francis,

Each of the three trial vendors have responded to the security questions provided by the CISO. The responses and contact information for the three vendors are included in the attached emails from Metric, Cale, and Global, respectively. The three vendors are available to answer any follow-up questions or provide any additional information needed.

Please provide to the CISO and see if this information is sufficient for his approval to proceed with the trials. We need an email approval from the CISO to proceed with the trials for three vendors to provide to the Treasurer & Tax Collector asap.

Thank you,

Elayne Doucette

From: Francis Puyat
Sent: Wednesday, November 16, 2011 4:11 PM
To: Robert Pittman; Kevin Fountain
Cc: Gene Franklin; Brad Fleischer; Elayne Doucette; Gene Campbell
Subject: RE: Vendor Testing Security questions

Hi Robert,

We appreciate your assistance and support with this project. We will proceed in its completion with your security concerns and guidance in mind.

Thank you,

Francis M Puyat

From: Robert Pittman
Sent: Wednesday, November 16, 2011 3:52 PM
To: Kevin Fountain

Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <<mailto:rpittman@cio.lacounty.gov>>

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From: Kevin Fountain
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To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdof@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kevin Fountain

Sent: Wednesday, November 30, 2011 5:00 PM

To: Brad Fleischer

Cc: Elayne Doucette; Kevin Fountain

Subject:FW: Vendor Testing Security questions

Attachments: image001.jpg; image002.png; image003.png; FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy Questions.html

Importance: High

Brad,

I sent another email message to Robert Pittman this morning and still have not received a response. I have also left him voice mail messages and expressed the urgency of this project via Gene during a CCERT meeting held at the DYC. The direct contact at the CCERT meeting resulted in obtaining the Vendor Security Question list, but there has been no response since that time. Below is the email to the CIO's Acting Chief Deputy Greg Melendez that you requested during the TTC teleconference meeting. Elayne and I collaborated on this email. I have also included the email chain for completeness.

Hi Greg,

I wanted to ask for your assistance in getting the needed security approvals to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

The three vendors that will be participating in the testing prepared the attached responses to the Security & Privacy Vendor Assessment that Robert Pittman quickly provided to us upon our initial request. We know that you are very busy, but we would appreciate any assistance you can provide in expediting this review and ultimate approval of these vendor tests.

Thanks for whatever you can do!! I hope this finds you well – Kerry

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Wednesday, November 30, 2011 10:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
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Importance: High

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Sent: Wednesday, November 16, 2011 4:11 PM
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Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

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350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

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Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kevin Fountain

Sent: Wednesday, November 30, 2011 10:51 AM

To: Robert Pittman

Cc: Kevin Fountain; Francis Puyat

Subject:FW: Vendor Testing Security questions

Attachments: image001.jpg; image002.png; image003.png; FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy Questions.html

Importance: High

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From: Francis Puyat
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Cc: Gene Franklin; Brad Fleischer; Elayne Doucette; Gene Campbell
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Thank you,

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Subject: RE: Vendor Testing Security questions

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdove@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Elayne Doucette
Sent: Wednesday, November 30, 2011 9:40 AM
To: Kevin Fountain
Subject:FW: Vendor Testing Security questions
Attachments: image003.jpg; image002.jpg; image001.jpg; FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy Questions.html

Importance: High

Kevin,

Have we made any follow-ups to Robert this week? If not, we should before we forward this email on.

I made some edits below. It looks like the CIO's Acting Chief Deputy is Greg Melendez. You can make any additional changes you think are needed and forward to Brad and copy me. If we don't get a response from Brad, I can forward to Kerry.

Hi Greg,

I wanted to ask for your assistance in getting the needed security approvals to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

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Thanks for whatever you can do!! I hope this finds you well – Kerry

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Sent: Wednesday, November 30, 2011 8:27 AM
To: Elayne Doucette
Cc: Kevin Fountain
Subject: FW: Vendor Testing Security questions
Importance: High

Elayne,

Here is the message I have drafted. Please review and let me know what changes you recommend. I also attached the email chain for the security question review request.

Kevin

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To: Kevin Fountain
Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info>> .

“Improving County Services Through E-Commerce”

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From: Kevin Fountain

Sent: Wednesday, November 09, 2011 3:03 PM

To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

The Department of Beaches and Harbors will be replacing it's Pay and Display units by early May next year. The replacement of these units is one of the highest priority initiatives at our Department and the schedule to accomplish this is very tight. As part of our evaluation of possible vendors we are setting up some demos to prove that the wireless connectivity will function in our more challenging locations. We would like these demos to be held within the next month. Below is a set of questions we plan to submit to the vendors who will be participating in the demos. The units will be handling both cash and credit card transactions. The credit card information will be transmitted securely via a wireless communication. Our Fiscal unit is working with TTC to handle the revenue collection. Below are the questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

Please have the vendor supply the following information:

- Proof of PCI Compliance stating what level and when the certification expires
- How many hits occur on the servicer side and the period
- What anti-virus is being used
- The number of security incidents (e.g. breaches, viruses) which have occurred over the last two years and what actions were taken

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Elayne Doucette
Sent: Tuesday, November 29, 2011 5:52 PM
To: Kevin Fountain
Subject: Pay Station Trials - Request for CISO Approval
Attachments: image001.jpg; image002.jpg

Hi Kevin,

I wanted to check if you needed help drafting the email to the CIO's Chief Deputy. I think Brad will be in for a short time in the morning and wanted to see if he could get it to Kerry to send before he leaves. In case you don't have it, the email Brad was referring to that Kerry sent to TTC's Chief Deputy is in the email below. A lot of the wording is not applicable, but the gist would be similar. Let me know if I can assist.

Thank you,

Elayne Doucette

From: Brad Fleischer
Sent: Monday, November 21, 2011 6:54 AM
To: Elayne Doucette; Denise Washington; Andrew Hong
Subject: FW: TTC Request Letter - Wireless Credit Card Processing

FYI

Thank you,

Brad Fleischer

From: Kerry Silverstrom
Sent: Friday, November 18, 2011 4:25 PM
To: Brad Fleischer
Cc: Santos Kreimann
Subject: FW: TTC Request Letter - Wireless Credit Card Processing

FYI.

From: Kerry Silverstrom

Sent: Friday, November 18, 2011 4:06 PM
To: 'jkelly@ttc.lacounty.gov'
Subject: FW: TTC Request Letter - Wireless Credit Card Processing

Hi, Joe! Sorry I've missed so many Chief Deputies Council meetings of late. Life and its curves...

Anyway...I'm trying to cut through the red tape of communications and see if there's any way we can get some merchant numbers quickly established or permission to use existing merchant numbers previously established to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

I want to be respectful of your limited staffing but also to still try and get what we need! You can read more about it in this string of e-mails and the attached proposed letter, if you wish. Again, I'm just trying to get this going a bit more informally and quickly. If you would prefer a clear record, I can print and sign the attached letter, too.

Thanks for whatever you can let me know!! I hope this finds you well – Kerry

Kerry Silverstrom, Chief Deputy Director

Executive Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

310.305.9527 (phone)

ksilverstrom@bh.lacounty.gov

From: Brad Fleischer
Sent: Thursday, November 17, 2011 7:31 AM
To: Santos Kreimann
Cc: Kerry Silverstrom
Subject: TTC Request Letter - Wireless Credit Card Processing

Attached is a request to the Treasurer and Tax Collector requesting their assistance in helping us implement a wireless credit card program for the Pay and Display parking machines. Since their staff has indicated that they are short staffed and may not be able to address this timely (see email below from Raymond Miyagawa – yellow highlighted sentence), we may need your assistance in pushing it through in order to achieve our timeline for testing and then making the new Pay and Display parking machines operational by Memorial Day weekend.

Are you able to print, sign, and scan this back to me so we can get it to the TTC? We thought your signature would be appropriate given its urgency, and since TTC staff is indicating they are unable to meet our pilot date of December 1, 2011. Or, Kerry can review and sign it.

Please let me know.

Thank you,

Brad Fleischer, Division Chief
Administrative Services Division
County of Los Angeles
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, CA 90292
Office: 310-305-9544

Mobile: 310-420-6324

email: bfleischer@bh.lacounty.gov

From: Miyagawa, Raymond [<mailto:rmiyagawa@ttc.lacounty.gov>]
Sent: Tuesday, November 15, 2011 4:16 PM
To: Denise Washington
Cc: Oune, Mark; Banh, Quan
Subject: RE: Merchant Processor/Merchant Numbers

Hi Denise,

Beginning in April, 2011, we lost 20% of Cash Management staff due recall to military duty and reassignment to handle emergencies in another section of Treasurer and Tax Collector. At this time, I cannot meet your requested December 1, 2011 date for a pilot. However, by that time, Quan should be able to give you an estimated date for when we could begin the pilot. Please do not expect our usual very prompt attention to your needs.

Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

From: Banh, Quan [<mailto:qbanh@ttc.lacounty.gov>]

Sent: Tuesday, November 15, 2011 4:09 PM
To: Miyagawa, Raymond
Subject: FW: Merchant Processor/Merchant Numbers

Per your request.

From: Denise Washington [mailto:DWashington@bh.lacounty.gov]
Sent: Tuesday, November 15, 2011 4:04 PM
To: 'Banh, Quan '
Subject: RE: Merchant Processor/Merchant Numbers

Quan,

Yes all three will be wireless connections with different types of equipment. It's also possible the vendor software will be different for each vendor.

Thank you,

Denise Washington

From: Banh, Quan [mailto:qbanh@ttc.lacounty.gov]
Sent: Tuesday, November 15, 2011 4:03 PM
To: Denise Washington
Subject: FW: Merchant Processor/Merchant Numbers

Denise,

The communication method for all three vendors will be wireless connection?

Thanks,

Quan

From: Banh, Quan [mailto:qbanh@ttc.lacounty.gov]
Sent: Tuesday, November 15, 2011 11:23 AM
To: 'Denise Washington'
Cc: Salazar, Terrie; 'Elayne Doucette'
Subject: RE: Merchant Processor/Merchant Numbers

Hi Denise,

I left you a voice message this morning. Please call me and explain your request in details.

Thanks,

Quan

Quan Banh | County of Los Angeles Treasurer and Tax Collector | Banking Operations | Cash Management Division

Tel: (213) 974-2334 | Fax: (213) 625-2249 | qbanh@ttc.lacounty.gov

“Improving County Services Through E-Commerce”

From: Denise Washington [mailto:DWashington@bh.lacounty.gov]
Sent: Monday, November 14, 2011 4:45 PM
To: 'Banh, Quan '
Cc: 'Salazar, Terrie L.'; Elayne Doucette
Subject: Merchant Processor/Merchant Numbers
Importance: High

Hi Quan,

I'm following up to see if you have determined we can or cannot utilize the existing wireless merchant numbers that were established recently for DBH Parking. I also want to confirm that BofA utilizes TSYS and First Data only to process wireless transactions. We are in need of answers ASAP. One vendor would like to start the trial period December 1st and I informed Vivian and Elayne that may not happen. When do you think we can begin these trials? The three vendors we will be working with are:

1. Metric Parking, Inc. – They are requesting that we complete a credit card application which requires the merchant ID and Bank ID.
2. Global Parking Solutions – I have provided information to you about this vendor, please let me know if you still require more information.
3. Cale – They are requesting merchant ID and terminal ID numbers. I was thinking they will need to provide us with the terminal information, but I'm not sure.

I realize this is last minute, but we have been placed on some difficult timelines and want to do our best to meet the milestone dates. Please let me know if you need anything at all to get these questions answered.

Thank you,

Denise Washington, Fiscal Officer I

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-577-9274

Mobile: 310-902-9416

email: dWASHINGTON@bh.lacounty.gov

From: Kevin Fountain
Sent: Wednesday, November 23, 2011 2:21 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject:FW: Vendor Testing Security questions
Attachments: image001.jpg; image002.png; image003.png; FW Questionnaire.html; FW CALE USA LA County Questionnaire.html; FW Security and Privacy Questions.html

Importance: High

Robert,

Just a reminder that we are awaiting your response. Again, we are on a tight schedule to complete the purchase and installation of a new Pay and Display system this Fiscal Year. As part of our evaluation of available products we want to ensure that there are no access issues in sites from which we have historically had poor wireless services. We would really appreciate if you could review and respond to each of the vendors questionnaires which have been attached.

Thank you,

Kevin Fountain

From: Kevin Fountain
Sent: Monday, November 21, 2011 9:51 AM
To: Robert Pittman

Cc: Kevin Fountain; Francis Puyat
Subject: FW: Vendor Testing Security questions

Robert,

Attached are the responses from the Vendors to the security questions you provided. Please review and let us know if there are any issues in going forward with the trials of their products. We need a CISO approval email to proceed with the trial for each of the vendors. We will be forwarding the approval letter to the Treasurer and Tax Collector.

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Monday, November 21, 2011 9:22 AM
To: Kevin Fountain; Francis Puyat
Cc: Brad Fleischer; Vivian Paquin-Sanner; Denise Washington; Andrew Hong
Subject: Vendor Testing Security questions
Importance: High

Kevin/Francis,

Each of the three trial vendors have responded to the security questions provided by the CISO. The responses and contact information for the three vendors are included in the attached emails from Metric, Cale, and Global, respectively. The three vendors are available to answer any follow-up questions or provide any additional information needed.

Please provide to the CISO and see if this information is sufficient for his approval to proceed with the trials. We need an email approval from the CISO to proceed with the trials for three vendors to provide to the Treasurer & Tax Collector asap.

Thank you,

Elayne Doucette

From: Francis Puyat
Sent: Wednesday, November 16, 2011 4:11 PM
To: Robert Pittman; Kevin Fountain
Cc: Gene Franklin; Brad Fleischer; Elayne Doucette; Gene Campbell
Subject: RE: Vendor Testing Security questions

Hi Robert,

We appreciate your assistance and support with this project. We will proceed in its completion with your security concerns and guidance in mind.

Thank you,

Francis M Puyat

From: Robert Pittman
Sent: Wednesday, November 16, 2011 3:52 PM
To: Kevin Fountain
Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

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questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

Please have the vendor supply the following information:

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Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Elayne Doucette
Sent: Tuesday, November 22, 2011 10:13 AM
To: Kevin Fountain; Francis Puyat
Subject: Trial Vendor Security Review
Attachments: TTC-Wireless Letter-Trials.doc.html; Vendor Testing Security questions.html; RE Loan Agreement for each Vendor - Metric, Global and Cale.html; FW Procedures for Wireless Parking Equipment Trials.html; image002.jpg; image001.jpg

Kevin/Francis,

I know you just submitted the vendor's security questions responses to Robert Pittman for his review yesterday. Please continue to follow-up and keep me posted. As you can see below, Kerry sent an email to the Treasurer & Tax Collector's Chief Deputy to try to get them to expedite their process for this very important project for our Department. I know she would do the same to the CIO if needed. Let me know what you think would work best.

Thank you,

Elayne Doucette

From: Elayne Doucette
Sent: Monday, November 21, 2011 1:08 PM
To: Denise Washington
Cc: Brad Fleischer; Andrew Hong; Vivian Paquin-Sanner
Subject: FW: TTC Request Letter - Wireless Credit Card Processing

Hi Denise,

I just wanted to make sure you have the latest information in case you hear from TTC subsequent to Kerry's email to Joe Kelly below.

* The Auditor-Controller has approved the revised internal control procedures (last email attached).

* The three trial vendors have answered the CISO's security questions (first email attached). Kevin has forwarded to Robert Pittman, CISO, today for evaluation. Approval is pending.

* ISD can immediately issue a "no charge purchase order" to the three vendors for the trial equipment as soon as they receive the signed contracts. I have the signed contracts ready as soon as we get a trial start date. (2nd email attached).

Let me know if you hear anything or if you can think of anything else needed.

Thank you,

Elayne Doucette

From: Kerry Silverstrom
Sent: Friday, November 18, 2011 4:06 PM
To: 'jkelly@ttc.lacounty.gov'
Subject: FW: TTC Request Letter - Wireless Credit Card Processing

Hi, Joe! Sorry I've missed so many Chief Deputies Council meetings of late. Life and its curves...

Anyway...I'm trying to cut through the red tape of communications and see if there's any way we can get some merchant numbers quickly established or permission to use existing merchant numbers previously established to allow for wireless credit card processing at three different types of pay stations we'll be testing at three beach and Marina lots during December and January. We just secured funding from the CEO to replace our virtually obsolete parking lot pay stations and need the new machines installed in advance of the 2012 summer season, which commences on Memorial Day.

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Thanks for whatever you can let me know!! I hope this finds you well – Kerry

Kerry Silverstrom, Chief Deputy Director

Executive Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

310.305.9527 (phone)

ksilverstrom@bh.lacounty.gov

From: Brad Fleischer

Sent: Thursday, November 17, 2011 7:31 AM

To: Santos Kreimann
Cc: Kerry Silverstrom
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Please let me know.

Thank you,

Brad Fleischer, Division Chief

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9544

Mobile: 310-420-6324

email: bfleischer@bh.lacounty.gov

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Sent: Tuesday, November 15, 2011 4:16 PM
To: Denise Washington
Cc: Oune, Mark; Banh, Quan
Subject: RE: Merchant Processor/Merchant Numbers

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Raymond Miyagawa

Operations Chief

County of Los Angeles Treasurer

213-974-7350

E-Commerce Readiness Group Member

“Improving County Services Through E-Commerce”

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Sent: Tuesday, November 15, 2011 11:23 AM
To: 'Denise Washington'
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Subject: RE: Merchant Processor/Merchant Numbers

Hi Denise,

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Quan

Quan Banh | County of Los Angeles Treasurer and Tax Collector | Banking Operations | Cash
Management Division

Tel: (213) 974-2334 | Fax: (213) 625-2249 | qbanh@ttc.lacounty.gov

“Improving County Services Through E-Commerce”

From: Denise Washington [mailto:DWashington@bh.lacounty.gov]
Sent: Monday, November 14, 2011 4:45 PM
To: 'Banh, Quan '
Cc: 'Salazar, Terrie L.'; Elayne Doucette
Subject: Merchant Processor/Merchant Numbers
Importance: High

Hi Quan,

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Thank you,

Denise Washington, Fiscal Officer I

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13575 Mindanao Way

Marina del Rey, CA 90292

Office: 310-577-9274

Mobile: 310-902-9416

email: dWASHINGTON@bh.lacounty.gov

From: Kevin Fountain
Sent: Monday, November 21, 2011 9:51 AM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject:FW: Vendor Testing Security questions

Follow Up Flag: Follow up
Flag Status: Flagged

Robert,

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Thank you,

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From: Elayne Doucette
Sent: Monday, November 21, 2011 9:22 AM
To: Kevin Fountain; Francis Puyat
Cc: Brad Fleischer; Vivian Paquin-Sanner; Denise Washington; Andrew Hong
Subject: Vendor Testing Security questions
Importance: High

Kevin/Francis,

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From: Francis Puyat
Sent: Wednesday, November 16, 2011 4:11 PM
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Cc: Gene Franklin; Brad Fleischer; Elayne Doucette; Gene Campbell
Subject: RE: Vendor Testing Security questions

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Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

<< File: Security & Privacy Questions - PCI.pdf >>

Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
County of Los Angeles
World Trade Center
350 South Figueroa Street, Suite 188
Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office
bus: (562) 940-2724 Downey office
email: rpittman@cio.lacounty.gov

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Thank you,

Kevin Fountain
Information Technology
County of Los Angeles
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, CA 90292

Office: 310-305-9521
Cell: 310-428-5434
email: kfountain@bh.lacounty.gov <mailto:jdoue@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Elayne Doucette
Sent: Monday, November 21, 2011 9:22 AM
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Cc: Brad Fleischer; Vivian Paquin-Sanner; Denise Washington; Andrew Hong
Subject: Vendor Testing Security questions

Importance: High

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Subject: RE: Vendor Testing Security questions

Kevin – see attached.

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Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
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World Trade Center
350 South Figueroa Street, Suite 188
Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office
bus: (562) 940-2724 Downey office
email: rpittman@cio.lacounty.gov

Please visit the County's Information Security Intranet web site at: <http://infosec.mylacounty.info>
<<http://infosec.mylacounty.info/>> .

“Improving County Services Through E-Commerce”

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From: Kevin Fountain
Sent: Wednesday, November 09, 2011 3:03 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

The Department of Beaches and Harbors will be replacing it's Pay and Display units by early May next year. The replacement of these units is one of the highest priority initiatives at our Department and the schedule to accomplish this is very tight. As part of our evaluation of possible vendors we are setting up some demos to prove that the wireless connectivity will function in our more challenging locations. We would like these demos to be held within the next month. Below is a set of questions we plan to submit to the vendors who will be participating in the demos. The units will be handling both cash and credit card transactions. The credit card information will be transmitted securely via a wireless communication. Our Fiscal unit is working with TTC to handle the revenue collection. Below are the questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

Please have the vendor supply the following information:

- * Proof of PCI Compliance stating what level and when the certification expires
- * How many hits occur on the servicer side and the period
- * What anti-virus is being used
- * The number of security incidents (e.g. breaches, viruses) which have occurred over the last two years and what actions were taken

Thank you,

Kevin Fountain
Information Technology
County of Los Angeles
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, CA 90292
Office: 310-305-9521
Cell: 310-428-5434
email: kfountain@bh.lacounty.gov <mailto:jdoe@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Elayne Doucette
Sent: Wednesday, November 16, 2011 6:10 PM
To: Vivian Paquin-Sanner
Cc: Kevin Fountain; Francis Puyat; Denise Washington; Andrew Hong
Subject:FW: Vendor Testing Security questions
Attachments: image001.jpg; Security & Privacy Questions - PCI.pdf.html

Vivian,

Kevin and Francis are working with the County's Chief Information Security Officer (CISO) to ensure that the trial vendors' credit card processes meet with the County application security standards. Before the

CISO will approve moving forward with the trials, they would like the vendors to answer the questions on the attached document. The list is lengthy and we need to allow the vendors time to complete. These are questions that the vendors will also be required to respond to when the purchase is put out to bid.

Please provide the questions to the vendors and see if they can complete the questions within one week. If they need clarification regarding the questions they should contact Francis, with Kevin as a back up.

Thank you,

Elayne Doucette

From: Kevin Fountain
Sent: Wednesday, November 16, 2011 4:10 PM
To: Elayne Doucette; Francis Puyat
Subject: FW: Vendor Testing Security questions

Attached are the questions that Robert provided.

From: Robert Pittman <RPittmanJr@cio.lacounty.gov>
Sent: Wednesday, November 16, 2011 3:52 PM
To: Kevin Fountain <KFountain@bh.lacounty.gov>
Cc: Francis Puyat <fpuyat@bh.lacounty.gov>; Gene Franklin <GFranklinSr@cio.lacounty.gov>
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

Robert

Robert Pittman, MPA, CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

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- * What anti-virus is being used
- * The number of security incidents (e.g. breaches, viruses) which have occurred over the last two years and what actions were taken

Thank you,

Kevin Fountain

Information Technology

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-305-9521

Cell: 310-428-5434

email: kfountain@bh.lacounty.gov <<mailto:jdoe@bh.lacounty.gov>>

From: Robert Pittman
Sent: Wednesday, November 16, 2011 3:52 PM
To: Kevin Fountain
Cc: Francis Puyat; Gene Franklin
Subject: RE: Vendor Testing Security questions

Kevin – see attached.

Robert

Robert Pittman, MPA, CISM
Chief Information Security Officer
County of Los Angeles
World Trade Center
350 South Figueroa Street, Suite 188
Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office
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“Improving County Services Through E-Commerce”

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From: Kevin Fountain
Sent: Wednesday, November 09, 2011 3:03 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Robert,

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Thank you,

Kevin Fountain
Information Technology
County of Los Angeles
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, CA 90292

Office: 310-305-9521
Cell: 310-428-5434
email: kfountain@bh.lacounty.gov <mailto:jdove@bh.lacounty.gov>

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Vivian Paquin-Sanner
Sent: Wednesday, November 16, 2011 7:18 AM
To: Andrew Hong
Cc: Kevin Fountain; Elayne Doucette
Subject: FW: Merchant Processor/Merchant Numbers
Attachments: image002.gif

Here is the information I received from Cale

Thank you

Vivian Sanner

310.305.9508

From: Brett Bernsee [mailto:bbernsee@caleparkingusa.com]
Sent: Wednesday, November 16, 2011 5:43 AM
To: Vivian Paquin-Sanner
Subject: RE: Merchant Processor/Merchant Numbers

Hello Vivian,

Here is the software that we use on our end. Please ignore the version number in the middle of the picture. We are now on version 4.2.8. Thanks!

Brett Bernsee

CALE PARKING SYSTEMS USA

13808 Monroes Business Park

Tampa, FL 33635

Office – 813.405.3900

Cell – 727.215.9362

Fax – 813.405.3909

Helpdesk – 877.620.2253

From: Vivian Paquin-Sanner [mailto:VPaquin-Sanner@bh.lacounty.gov]

Sent: Tuesday, November 15, 2011 8:18 PM

To: 'Brett Bernsee'

Subject: RE: Merchant Processor/Merchant Numbers

Great, can you just attach it to this email so I'm not sending too many emails to our downtown office?
Thanks for the quick reply

Thank you

Vivian Sanner

310.305.9508

From: Brett Bernsee [mailto:bbernsee@caleparkingusa.com]
<mailto:%5bmailto:bbernsee@caleparkingusa.com%5d>
Sent: Tuesday, November 15, 2011 5:18 PM
To: Vivian Paquin-Sanner
Cc: Denise Washington
Subject: Re: Merchant Processor/Merchant Numbers

The software we use on our end is Merchant Connect-Multi. You probably need our software version as well. I will send a secondary email when I get to work tomorrow am.

Sent from my iPhone

On Nov 15, 2011, at 8:10 PM, Vivian Paquin-Sanner <VPaquin-Sanner@bh.lacounty.gov> wrote:

Hello, can you please answer the question below so we can continue moving forward on this project? Hopefully you will get this early enough so I have it upon my arrival to work tomorrow.

Thank you

Vivian Sanner

310.305.9508

- What software will you be using to transmit the wireless transactions?

From: Elayne Doucette
Sent: Tuesday, November 15, 2011 5:30 PM
To: Kevin Fountain
Cc: Vivian Paquin-Sanner
Subject: CISO Approval of Wireless Credit Card Processing
Attachments: image003.jpg; image002.gif; image001.jpg

Kevin,

If helpful, below is an email string between Dennis and Robert Pittman when we were planning to go with upgrading the Parkeon machines for wireless credit card processing before we got funding to purchase new equipment. It looks like Dennis and Robert did a conference call with the vendor to discuss. Since we have three vendors for the trial (one vendor pay station at each of three parking lots), I am not sure if it will require three conference calls or if we can just provide any documentation needed for CISO approval.

Note that we are working with T-TC to set up the needed merchant numbers to initiate wireless credit card processing for the trials. They will not move forward until we have both CISO approval (an email is fine) and updated Auditor-Controller (A-C) approved internal control procedures for wireless credit card processing (the Audit Unit is working on this.).

Let us know what you need or if you want to discuss.

Thank you,

Elayne Doucette

From: Robert Pittman
Sent: Wednesday, May 12, 2010 12:01 PM
To: Brad Fleischer
Cc: Francis Puyat; Vivian Paquin-Sanner; Elayne Doucette; Dennis Watanabe
Subject: RE: Parkeon

You're welcome!

Robert

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From: Brad Fleischer
Sent: Wednesday, May 12, 2010 12:00 PM
To: Robert Pittman
Cc: Francis Puyat; Vivian Paquin-Sanner; Elayne Doucette; Dennis Watanabe
Subject: RE: Parkeon

Robert,

Thanks you for your assistance and support.

My apologies for the time crunch.

Best regards,

Brad Fleischer

Division Chief, Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, California

310-305-9544 (office)

310-821-8155 (facsimile)

bfleischer@bh.lacounty.gov

From: Dennis Watanabe
Sent: Wednesday, May 12, 2010 7:06 AM
To: Robert Pittman
Cc: Francis Puyat; Brad Fleischer; Vivian Paquin-Sanner; Elayne Doucette
Subject: RE: Parkeon

Robert,

Thank you for taking the time to ensure the security concerns for this project have been satisfied.

Thank you,

Dennis I. Watanabe

From: Robert Pittman
Sent: Tuesday, May 11, 2010 6:28 PM
To: Francis Puyat
Cc: Dennis Watanabe
Subject: RE: Parkeon

Any of my concerns expressed are now eliminated based on their supplied statement part of this email thread below.

Good luck in moving forward with this project.

Robert

Robert Pittman, M.P.A., CISM

Chief Information Security Officer

County of Los Angeles

World Trade Center

350 South Figueroa Street, Suite 188

Los Angeles, CA 90071

bus: (213) 253-5631 Los Angeles office

bus: (562) 940-2724 Downey office

email: rpittman@cio.lacounty.gov <mailto:rpittman@cio.lacounty.gov>

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From: Francis Puyat
Sent: Tuesday, May 11, 2010 10:10 AM
To: Robert Pittman
Cc: Dennis Watanabe
Subject: FW: Parkeon

Hi Robert,

Thanks again for taking your time on the conference call this morning.

As you requested, please see the email below from Steven Snyder.

Please let me know if you have any additional questions or concerns.

Regards,

Francis M Puyat

IT Section

County of Los Angeles Beaches and Harbors

From: Steven Snyder [mailto:ssnyder@moorestown.parkeon.com]
Sent: Tuesday, May 11, 2010 9:33 AM
To: Vivian Paquin-Sanner; Dennis Watanabe; Elayne Doucette; Francis Puyat
Cc: Daniel Provost; Stephane Bennejean; Robert Millar
Subject: Parkeon

Thanks to everyone on the call this morning and thanks Stephane for providing you technical expertise. Below is the email you requested to move forward with you decision to upgrade your system to accept real time credit cards.

The Parkeon EPSUM system (EPSUM stands for Electronic Payment System for Urban Mobility) has been re-validated as being PCI DSS compliant for 2010.

This certification includes the "Epsum Card Reader" (POS), the "Epsum Server", and the "Payment Data Flows" between the "Epsum Card Reader" and the "Epsum Server".

The "County of Los Angeles Beaches and Harbors" can go ahead with the upgrade of their current meters to online Credit Cards.

thanks

Steven Snyder
Client Services Director, NAM

40 Twosome Drive, Suite 7

Moorestown, NJ 08057 - US

Phone 1-856-234-8000 x232

Mobile 1-609-932-8353

Fax 1-856-234-7178

ssnyder@parkeon.com <mailto:wsmith@parkeon.com>

www.parkeon.com <http://www.parkeon.com/>

From: Kevin Fountain
Sent: Wednesday, November 09, 2011 3:03 PM
To: Robert Pittman
Cc: Kevin Fountain; Francis Puyat
Subject: Vendor Testing Security questions

Follow Up Flag: Follow up
Due By: Monday, November 21, 2011 7:00 AM
Flag Status: Flagged

Robert,

The Department of Beaches and Harbors will be replacing it's Pay and Display units by early May next year. The replacement of these units is one of the highest priority initiatives at our Department and the schedule to accomplish this is very tight. As part of our evaluation of possible vendors we are setting up some demos to prove that the wireless connectivity will function in our more challenging locations. We would like these demos to be held within the next month. Below is a set of questions we plan to submit to the vendors who will be participating in the demos. The units will be handling both cash and credit card transactions. The credit card information will be transmitted securely via a wireless communication. Our Fiscal unit is working with TTC to handle the revenue collection. Below are the questions we plan to ask the vendors and refer to you before commencing the demos. Are there any other questions you would like asked before a vendor participates in a demo?

Please have the vendor supply the following information:

- * Proof of PCI Compliance stating what level and when the certification expires
- * How many hits occur on the servicer side and the period
- * What anti-virus is being used
- * The number of security incidents (e.g. breaches, viruses) which have occurred over the last two years and what actions were taken

Thank you,

Kevin Fountain
Information Technology
County of Los Angeles
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, CA 90292
Office: 310-305-9521
Cell: 310-428-5434
email: kfountain@bh.lacounty.gov <mailto:jdove@bh.lacounty.gov>

From: Vivian Paquin-Sanner
Sent: Tuesday, November 08, 2011 3:49 PM
To: 'Michael Kavur '; Denise Washington; Dave Witts; 'Elliot Nemerson'
Cc: Elayne Doucette; Vivian Paquin-Sanner; Francis Puyat; Kevin Fountain
Subject: RE: Merchant processor
Attachments: image002.jpg; image001.jpg

We have received approval to begin a trial period for pay stations. Our goal is to have them placed for free in a location that has intermittent cell service to see how they function. At present our two choices are White Pt. and Pt. Dume

Denise, I will need to know exactly what you need in order to get this moving as our deadline for the trial installation needs to be done within the next three to four weeks if at all possible. We hope to do an onsite trial starting December 1 and ending on January 31. Our recommendation will be submitted shortly thereafter so that we can move forward with the bid, purchase and installation segment of this project so that all stations are installed by Mid May 2012.

If you have interest in doing this trial period, please let me know as we have a form that will need to be signed stating that we will not be charged for this trial period.

Looking forward to working with you soon.

Thank you

Vivian Sanner

310.305.9508

From: Michael Kavur [mailto:mkavur@globalparkingusa.com]
Sent: Tuesday, November 08, 2011 6:53 AM
To: Vivian Paquin-Sanner
Cc: Denise Washington
Subject: RE: Merchant processor

The software is Payment Express (PX) 1.1 by Direct Payment Solutions Limited (DPS)

http://www.paymentexpress.com/partners/parking_vending.html

DPS is a PCI DSS Level 1 complaint service provider (see attached current auditor compliance certificate).

Regards,

Michael

Michael Kavur | President
Global Parking Solutions USA
200 West Washington Square | Suite 200 | PSFS Building

Philadelphia | PA 19106
Tel (215) 399-1475 | Fax (215) 399-1504 | Cell (267) 288-3766

www.globalparkingusa.com <<http://www.globalparkingusa.com/>>

From: Vivian Paquin-Sanner [mailto:VPaquin-Sanner@bh.lacounty.gov]
Sent: Monday, November 07, 2011 6:41 PM
To: 'Michael Kavur '
Cc: Denise Washington
Subject: FW: Merchant processor

Michael, one more question. Go ahead and reply all

Thank you

Vivian Sanner

310.305.9508

From: Denise Washington
Sent: Monday, November 07, 2011 3:15 PM
To: Vivian Paquin-Sanner
Subject: RE: Merchant processor

I'm working with TTC and I have one more question. What software will be utilized to process the wireless transactions? I need the name, version and the software vendor name.

Thank you,

Denise Washington

From: Vivian Paquin-Sanner
Sent: Monday, November 07, 2011 10:14 AM
To: Denise Washington
Subject: FW: Merchant processor

Here is the answer to your question.

Thank you

Vivian Sanner

310.305.9508

From: Michael Kavur [mailto:mkavur@globalparkingusa.com]
Sent: Thursday, November 03, 2011 6:20 PM
To: Vivian Paquin-Sanner
Subject: Re: Merchant processor

Vivian,

Credit card transactions will be on-line credit card authorization for 'card present' transactions. Data is transmitted via a secure wireless (GPRS) PCI compliant service to your merchant processor.

We currently offer connectivity to merchant services provided by Elavon (US Bank) and First Data.

In all cases funds are deposited to your bank account wherever your account is held.

Hope this helps.

Regards,

Michael

Michael Kavur
President
Global Parking Solutions USA, LLC
(267) 288-3766

From: Vivian Paquin-Sanner <VPaquin-Sanner@bh.lacounty.gov>

Date: Thu, 3 Nov 2011 17:58:10 -0700

To: 'Michael Kavur ' <mkavur@globalparkingusa.com>

Subject: FW: Merchant processor

The question?

Thank you

Vivian Sanner

310.305.9508

From: Denise Washington
Sent: Thursday, November 03, 2011 5:29 PM
To: Vivian Paquin-Sanner
Subject: RE: Merchant processor

Hi Vivian,

What type of transaction will this be? Is it on a phone line, internet or some other form of processing?

Thank you,

Denise Washington

From: Vivian Paquin-Sanner
Sent: Thursday, November 03, 2011 12:21 PM
To: Denise Washington
Subject: FW: Merchant processor

Do you have any idea who our merchant processor for credit cards is?

Thank you

Vivian Sanner

310.305.9508

From: Michael Kavur [mailto:mkavur@globalparkingusa.com]
Sent: Thursday, November 03, 2011 11:58 AM
To: Vivian Paquin-Sanner
Subject: Merchant processor

Vivian,

Please provide the name of the merchant processor you want us to forward credit card transactions to for the meter test.

Regards,

Michael

Michael Kavur | President
Global Parking Solutions USA
200 West Washington Square | Suite 200 | PSFS Building

Philadelphia | PA 19106
Tel (215) 399-1475 | Fax (215) 399-1504 | Cell (267) 288-3766

www.globalparkingusa.com <<http://www.globalparkingusa.com/>>

From: Ryan Bonardi <rbonardi@caleparkingusa.com>
Sent: Monday, October 10, 2011 2:48 PM
To: 'Ryan Bonardi'
Cc: Kevin Fountain; Santos Kreimann
Subject: RE: CALE Follow Up
Attachments: APA MSM Survey April 2011.pdf.html; Michael T Klein.vcf.html

Vivian,

I forgot to attach a survey. It was conducted by a third party, by and for a current customer. If you want to discuss the survey please call me anytime. If you want to discuss the survey with the gentleman who commissioned it, I attached his contact information.

Also, please don't forget that the offer for a tutorial of the CALE Web Office still stands for any and all.

Take care,

Ryan Bonardi

Director of Sales - CALE Parking Systems USA, Inc.

Ph. - 813.405.3900, Ext. 203

Fax - 813.405.3909

Mob. - 770.634.4947

<http://www.caleparkingusa.com> <<http://www.caleparkingusa.com/>>

HELP DESK: 877.620.2253

From: Ryan Bonardi [mailto:rbonardi@caleparkingusa.com]
Sent: Monday, October 10, 2011 4:23 PM
To: 'Vivian Paquin-Sanner'
Cc: 'kfountain@bh.lacounty.gov'; 'skreimann@bh.lacounty.gov'
Subject: CALE Follow Up

Hello Vivian,

There were five specific items you asked me to follow up with the County on. This email contains all of the responses required. If you or anyone else has further questions please do not hesitate to call or write me at anytime.

It was a great pleasure to see you and meet all of the other interested parties at the meeting. I hope CALE can continue to be an interest for the County's needs and I look forward to responding to the RFP when it is released.

1. Warranty Explanation: Attached

2. LINE-X Coating – Can this be applied to the Meter instead of the normal Powder Coat finish? CALE is very confident that the current powder coat and anti graffiti finish will work as well for the County as it has for CALE's other 85,000+ installed meters. LineX is a much thicker application than powder coat and we are uncertain if it will interfere with the door seems and their ability to open as wide as they do. With that said, if the County ultimately requires this type of application CALE will price it as an option in the RFP response.

3. Credit Card Transfer, Technical Explanation – Attached, please review the TwoWayCommunications file and the CreditCard Processing file.

4. Can the font on the Collection ticket be increased? – Yes, but it would be through a BIOS change. If the font for the collection ticket is specified in the RFP, CALE will clearly respond to our capabilities and willingness to provide the County with its requirements.

5. Meter Specifications – Including CALE Web Office introduction – Attached in the Quote Packet

I hope you all have a pleasant work week.

Sincerely,

Ryan Bonardi

Director of Sales - CALE Parking Systems USA, Inc.

Ph. - 813.405.3900, Ext. 203

Fax - 813.405.3909

Mob. - 770.634.4947

<http://www.caleparkingusa.com> <<http://www.caleparkingusa.com/>>

HELP DESK: 877.620.2253

From: Ryan Bonardi <rbonardi@caleparkingusa.com>

Sent: Monday, October 10, 2011 1:23 PM

To: Vivian Paquin-Sanner

Cc: Kevin Fountain; Santos Kreimann

Subject: CALE Follow Up

Attachments: WarrantyCoverage v1.5 2011.docx.html; QuotePacketOct62011.pdf.html;
TwoWayCommunicationSystemDescription.docx.html; CreditCardProcessingChart.docx.html

Hello Vivian,

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I hope you all have a pleasant work week.

Sincerely,

Ryan Bonardi

Director of Sales - CALE Parking Systems USA, Inc.

Ph. - 813.405.3900, Ext. 203

Fax - 813.405.3909

Mob. - 770.634.4947

<http://www.caleparkingusa.com> <<http://www.caleparkingusa.com/>>

HELP DESK: 877.620.2253

From: Kevin Fountain
Sent: Wednesday, September 14, 2011 3:35 PM
To: Elayne Doucette
Cc: Betsy Barker; Kevin Fountain; Francis Puyat; Brad Fleischer; Adriana Zarate-Lee
Subject: RE: Draft Pay Station Specs
Attachments: image001.jpg

Francis & I have some updates to your specifications.

Page 1, fourth bullet. Should it read "monitor stored data" instead of date?

Page 4, Card Reader, item 5. Should read (minimum AES 128-bit protocol).

Page 4, Card Reader, item 6. Vendor must be PCI certified (state what certification level) to receive CIO approval of purchase.

Page 5, Printer, new item. Truncate credit card number on receipts.

Page 5, Back Office, new item. Vendor must comply with Host-based Intrusion Prevention System (HIPS), up to date anti-virus protection, up to date anti-malware protection, and secure firewall. Provide a report of any Security Incidents within the last five years and how they were mitigated.

Either in the Card Reader section (L) or in a new section add the following:

Implement encryption for the transmission of all sensitive information (e.g. Credit Card data). This should include Transport Layer Security (TLS) for protecting the connection.

Failed TLS connections should not fall back to an insecure connection.

Utilize TLS connections for all content requiring authenticated access and for all other sensitive information.

Provide database/file encryption for protection of sensitive data fields while data is at rest (i.e., stored data).

System encrypts sensitive data transmitted between clients and servers using Secure Socket Layer (SSL) Certificates, TLS, or by other means.

Note: encryption/data security cannot be limited to the card reader, it must also be part of the communication between the Pay Machine and the vendor.

Betsy provided the following comments:

- 1) Do we have enough cell phone repeaters to handle this new network traffic? Are there enough points near the beaches to pick up these signals?
- 2) The Receipt text is programmable: this should have more details, such as an easy interface to use with an internet-enabled laptop so that text can be changed in the field on the fly.
- 3) When looking at a maintenance contract, you might have to get one contract for the hardware and another for the software.
- 4) I think you need to be more specific about the amount of uptime for these new readers. The Service Level agreement is a standard part of computer contracts.
- 5) Also, you might want to add that the software is programmable to accept new credit cards (as a general statement), since we will have these machines for a while. Who knows what type of cards will be around in 5 years?

Thank you,

Kevin Fountain

From: Elayne Doucette
Sent: Wednesday, September 14, 2011 11:22 AM
To: Kevin Fountain
Subject: Draft Pay Station Specs

Kevin,

Attached are the pay station specs in progress. Fiscal is reviewing them now to advise how to further reduce/organize these very detailed draft specs. We appreciate IT's review and input so that we can make sure we incorporate your needs.

Thank you,

Elayne Doucette

Administrative Services Division

County of Los Angeles

Department of Beaches and Harbors

13837 Fiji Way

Marina del Rey, CA 90292

Office: 310-823-6967

email: edoucette@bh.lacounty.gov <mailto:jedoucette@bh.lacounty.gov>

From: Elayne Doucette
Sent: Wednesday, September 14, 2011 11:22 AM
To: Kevin Fountain
Subject: Draft Pay Station Specs
Attachments: Pay Station SpecsED.docx.html; image001.jpg

Kevin,

Attached are the pay station specs in progress. Fiscal is reviewing them now to advise how to further reduce/organize these very detailed draft specs. We appreciate IT's review and input so that we can make sure we incorporate your needs.

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