



# Los Angeles County Regional Park and Open Space District

## Technical Assistance Program

Request for Bids – LA Parks Portal

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**The Los Angeles County Regional Park and Open Space District  
Request for Bids for LA Parks Portal**

The Los Angeles County Regional Park and Open Space District (RPOSD) is seeking a Qualified Contractor to provide Technical Assistance Professional Services for the LA Parks Portal. Bids shall include the following information:

- Qualifications,
- Approach,
- Innovation,
- Tasks,
- Deliverables,
- Schedule, and
- Budget (e.g., time and materials, not-to-exceed).

The requested Tasks and Deliverables are listed below in the Statement of Work under Section 2.0 - Scope of Work.

Bids are due on or before **Thursday, May 5, 2022, at 5:00 P.M.** Bids must be submitted via email to [TAP@RPOSD.LACounty.gov](mailto:TAP@RPOSD.LACounty.gov).

# STATEMENT OF WORK (SOW)

## 1.0 INTRODUCTION AND OVERVIEW

The Los Angeles County Regional Park and Open Space District (RPOSD) is responsible for implementing and administering the Los Angeles County Safe, Clean Neighborhood Parks, Open Space, Beaches, Rivers Protection, and Water Conservation Measure of 2016 (Measure A). Funds generated by this park measure are allocated and awarded based on the findings of the 2016 Los Angeles Countywide Comprehensive Parks and Recreation Needs Assessment (PNA). The PNA is an extensive analysis of park needs based on community engagement and inventory of existing parks, amenities, and recreation facilities throughout Los Angeles County's cities and unincorporated communities. Prior to the PNA, a single database of the County's existing parks and recreational amenities was nonexistent. Each jurisdiction was maintaining its own records in its own system. In order to compile the dispersed information into a single database for analysis, an interactive online web portal called the LA Parks Portal (Portal) was created. In the interest of budget and the pressing deadline, the Portal was built on top of an existing MapCollaborator web platform and data from the California Protected Areas Database.

The Portal allows park and open space-owning agencies in the County to verify, amend, and add parks and open space data and amenity information onto a single system. Although the Portal was instrumental in providing the baseline data for the PNA and supported the successful passage of Measure A, it was created in response to a need for initial data gathering from a range of stakeholders. Measure A's expenditure plan includes funding for updates to the PNA; thus, it is a requirement for park and open-space agencies to update their park inventory data annually to be eligible to receive Measure A funding. The Portal is owned by RPOSD and RPOSD is seeking to enhance and improve the Portal to continue to provide a seamless and user-friendly application. The Portal will require ongoing support for data updates and application improvements in response to user needs.

## 2.0 SCOPE OF WORK

The primary objective is to continually improve the Portal and maintain the online tool and workspace that assists internal (RPOSD) and external (park and open space agencies) users with map-based aspects of Measure A's park inventory, grant applications, and grant management processes.

Improvements to the Portal should be based on direct engagement and the demonstrated needs of the users. In 2019, a user survey and interviews were conducted with Portal users to identify areas that needed improvement. The current Portal's functionality includes maps, park search, adding new parkland and amenities, editing and managing the data through a publishing process, dashboards for three user levels (agency, Grants Officer, and RPOSD administration), and data export. Based on the input received, the new system should include many of the existing system's features and the following new elements:

- Updated administrative and user functions to allow ongoing park inventory data updates with a method for ensuring that all data is updated every twelve (12) months;
- More efficient data editing and tracking features, such as bulk data updates, auto-save, shortcut buttons, saved preferences, modification history, pop-up reminder notifications, and personalized dashboard for each agency and their study areas;
- Updated administrative dashboard for RPOSD to track the agencies' progresses and updates at-a-glance and the capability to generate reports on agencies with outdated park inventory, agencies with current park inventory, listing of agency's parklands, etc.;
- Ability for users to generate GIS-based representation of a proposed project's boundary, vicinity map, footprint, and service area for grant applications;
- Ad-hoc reporting capabilities;
- Capability to print and export park data related to user's organization in various formats;
- Full functionality on desktop computers and mobile devices; and
- Self-service password reset.

The Portal will also assist RPOSD in meeting an annual requirement for reporting the expenditure of Measure A funds. This will require the Contractor to consolidate information from RPOSD's Grants Management System (GMS) and develop protocols for using this data in the Portal to show the spatial distribution of funds and grants awarded.

## **2.1 TASKS AND DELIVERABLES**

### **2.1.1 Portal Improvement and Development**

#### **2.1.1.1 Task 1: Analysis of User Research with Existing Portal**

User research is needed to better understand the challenges users face when utilizing the Portal. Reach out to existing users of the Portal with a survey tailored for broad feedback along with a solicitation for in-depth interviews. Target three types of portal users:

- Regular Portal users,
- Large agencies, and
- Smaller, lower-capacity agencies.

A large agency owns/manages 100 parks or more. A small agency owns/manages 99 parks or less.

Look into maximizing the usability of different features for all three user types. The key goal here will be to determine what aspects of the Portal currently work best and which are the most challenging. The Contractor is responsible for

identifying all stakeholders for feedback and in-depth interviews, and all meeting and interview logistics.

Deliverables: Provide a detailed written analysis of the user survey and interview results with system enhancement recommendations to resolve the challenges. Review the results and recommendations with RPOSD staff.

#### **2.1.1.2 Task 2: Wireframing and Design**

Based on the outcomes from the user research, implement the system enhancements and develop a high-fidelity interactive prototype that can be shared as URLs for reviews with RPOSD and external users. The focus here will be ease of use for data entry, data review/updates, regular reporting, and exporting the latest data.

Deliverables: Multiple rounds of prototypes shared as URL links with RPOSD and external users for feedback.

#### **2.1.1.3 Task 3: Portal Enhancement**

Maintain the application using an open source application framework deployed to Amazon Web Services infrastructure or a similar infrastructure. Use the best available open source solutions for a system that is both flexible to changing needs and resilient to evolving technologies.

The system needs to have user logins and profiles, publishing workflows or trafficking changes through the system, full geospatial database functionality, and mobile-first responsive design wherever that is appropriate. RPOSD administrative user profiles need to have the capability to edit the landing page.

A refresh of the Introduction Page and Documentation Page is needed to reorganize and streamline the instructions for those using the Portal. In addition, the creation of notifications for internal and external users is needed to provide alerts about parks that need updates.

Contractor will periodically review the Portal with RPOSD to ensure that it meets the needs of both internal and external users while adhering to Measure A requirements.

Deliverables: Enhanced working web application deployed to the internet on Amazon Web Services cloud infrastructure or a similar infrastructure.

#### **2.1.1.4 Task 4: Real-World Testing and Iteration**

Deploy the site as a beta application and reserve time and budget for ongoing iteration of the portal with real time response and feedback solicitation from end

users and RPOSD. All deficiencies identified by internal and external users during this period should be resolved by Contractor.

Deliverables: Multiple releases of new features based on user feedback.

## **2.1.2 Ongoing Support**

The Contractor shall perform the following ongoing support tasks:

### **2.1.2.1 Task 5: User Support**

Provide user support in answering technical questions from internal and external users on managing and updating park data. System issues may arise, and the Contractor will assist in reviewing and resolving system-related matters on bulk data updates, park ownership, reclassification of parcels, and boundary changes.

### **2.1.2.2 Task 6: Bulk Data Update Support**

Agencies that own a substantial number of parklands need a bulk update tool to easily upload data onto the portal for their required annual update. The Contractor will create a bulk update tool and assist in reviewing, cleaning, and uploading bulk data.

### **2.1.2.3 Task 8: Park, Open Space, and Recreation Data Management**

Maintenance of an independent tracking field for non-California Protected Areas Database lands, update and maintain agency contacts for groups that own/manage public lands in Los Angeles County, review agency submitted feedback, update and refresh portal data to incorporate data edits and improvements. Assist with communications and coordination with agencies that use the portal, creation of graphics, and support and facilitation of any required meetings.

### **2.1.2.4 Task 7: Ongoing Web Support**

The best way to sustain a web product over time is to improve it incrementally and progressively keep it up to date with user needs and the latest technology. This task assumes either a small or moderate effort each year to make ongoing improvements and software upgrades to the platform to support RPOSD's needs for years to come.

## **2.1.3 Optional Tasks**

The Contractor will provide on-call user research, design, or development support to incrementally improve and update the system as users use the system and discover new potential improvements or needs to accommodate new workflows or

requirements. These tasks will only be worked on if requested and permitted by RPOSD.

Deliverables: Up to 80 hours annually for optional tasks.

### **3.0 TERM OF SERVICE**

The term of the contemplated agreement shall be for five (5) years. RPOSD shall have the sole option to extend the term of service for up to two (2) additional one-year periods, for a maximum total term of seven (7) years. Each such option and extension shall be exercised at the sole discretion of the Director of RPOSD or her designee.

### **4.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS**

4.1 All changes must be made in accordance with Sub-paragraph 8.1 Amendments of the Master Agreement.

### **5.0 QUALITY CONTROL PLAN**

The Contractor shall establish and utilize a comprehensive Quality Control Plan to assure RPOSD has a consistently high level of service throughout the term of the Contract. The Quality Control Plan shall be submitted to the RPOSD Project Manager for review and approval. The Quality Control Plan shall include, but may not be limited to the following:

5.1 Method of monitoring to ensure that Contract requirements are being met; and

5.2 A record of all reviews conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to RPOSD upon request.

### **6.0 QUALITY ASSURANCE PLAN**

RPOSD will evaluate the Contractor's performance using the quality assurance procedures as defined in Sub-paragraph 8.14, RPOSD's Quality Assurance Plan, of the Master Agreement.

#### **6.1 Quality Assurance Meetings**

Contractor shall conduct a kickoff meeting with RPOSD following the Effective Date of the Contract. From then on, meetings shall be held as needed to brief RPOSD on the project's status, progress, and issues.



## 6.2 Contract Discrepancy Report

Verbal notification of a Contract discrepancy will be made to the RPOSD Project Manager as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by RPOSD and the Contractor.

The RPOSD Project Manager will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the RPOSD Project Manager within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the RPOSD Project Manager within ten (10) workdays.

## 6.3 RPOSD Observations

In addition to RPOSD and Los Angeles County contracting staff, other RPOSD personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, personnel may not unreasonably interfere with the Contractor's performance.

## 7.0 DEFINITIONS

For convenience, specific definitions used throughout this Statement of Work that are otherwise not defined can be found in Paragraph 2.0, Definitions, of the Master Agreement.

**Business Day:** For the purposes of this Statement of Work, RPOSD considers a business day Monday through Thursday from 7:00 a.m. to 5:30 p.m. Pacific Standard Time.

**Contractor:** The person or persons, sole proprietor, partnership, joint venture, corporation, or other legal entity who has entered into an agreement with RPOSD to perform or execute the work covered by this contract.

**Contractor Project Manager:** The person designated by the Contractor to administer the Contract operations under this Contract.

**RPOSD Project Director:** Person coordinating with Contractor and ensuring Contractor's performance of the Contract. Additional roles and responsibilities are identified in Paragraph 6.0, Administration of Master Agreement - RPOSD, of the Master Agreement.

**RPOSD Project Manager:** Person with the responsibility to oversee the day-to-day activities of this contract. Chief contact person for the Contractor and meets with the

Contractor's Project Manager on a regular basis and inspects any and all tasks, deliverables, goods, services, or other work provided by or on behalf of the Contractor.

## **8.0 RESPONSIBILITIES**

RPOSD's and the Contractor's responsibilities are as follows:

### **RPOSD**

#### **8.1 Personnel**

RPOSD will administer the Contract according to Paragraph 6.0, Administration of Master Agreement – RPOSD, of the Master Agreement. Specific duties will include:

- 8.1.1 Monitoring the Contractor's performance in the daily operation of this Contract.
- 8.1.2 Providing direction to the Contractor in areas relating to policy, information, and procedural requirements.
- 8.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.

#### **8.2 Furnished Items**

If the Contractor is to perform any needed work at an RPOSD site/facility, RPOSD will furnish a workstation with a computer, internet access, and phone. Contractor shall provide any additional equipment required to perform the work.

### **CONTRACTOR**

#### **8.3 Project Manager**

- 8.3.1 Contractor shall provide a full-time Contractor Project Manager and a designated alternate. Contractor shall provide a telephone number where the Contractor Project Manager may be reached during RPOSD's business hours from Monday through Thursday, 7:00 a.m. to 5:30 p.m., Pacific Standard Time. Contractor Project Manager shall respond within one (1) hour on any RPOSD reported escalated and/or critical issues relating to areas such as security, website/network not available, system glitches, integration and interfacing, and/or programming errors that prevents work to be performed, data and reporting errors, deadlines not met, and/or any requested items not

provided by Contractor in order for RPOSD to continue performing needed works.

8.3.2 Contractor Project Manager shall act as a central point of contact with RPOSD. The Contractor Project Manager shall oversee the completion of the Tasks and Deliverables set forth in this Statement of Work and resolve any issues associated with hosting of the software.

8.3.3 Contractor Project Manager/alternate shall have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Contractor Project Manager/alternate shall be able to effectively communicate in English, both orally and in writing.

#### **8.4 Personnel**

8.4.1 Contractor shall assign a sufficient number of employees to perform the required work. When employees are on site, at least one employee shall be authorized to act for Contractor in every detail and must speak and understand English.

8.4.2 Contractor's employees required to work with RPOSD for more than thirty (30) days shall be required to undergo and pass a background check as set forth in Sub-paragraph 7.5, Background and Security Investigations, of the Master Agreement. Additionally, it is at the discretion of RPOSD to require a background check when deemed necessary.

#### **8.5 Materials and Equipment**

The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor shall use materials and equipment that are safe for the environment and safe for use by the employee.

#### **8.6 Training**

8.6.1 Contractor shall provide training programs for all new employees and continuing in-service training for all employees.

#### **8.7 Contractor's Office**

Contractor shall maintain an office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 7:00 a.m. to 5:30 p.m., Pacific Standard Time, Monday through Thursday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Contract.

## **9.0 HOURS/DAY OF WORK**

When required by RPOSD for pre-launch configuration and setup tasks, Contractor is to perform work from 7:00 a.m. to 5:30 p.m., Pacific Standard Time, primarily at the following location:

Los Angeles County Regional Park and Open Space District  
1000 S. Fremont Avenue, Unit #40  
Alhambra, CA 91803

Contractor is to incur all travel, lodging, and meal expenses. RPOSD will provide a list of Los Angeles County recognized holidays. However, to meet contractual obligations, Contractor is to work additional hours outside of normal working hours and at Contractor's expense in order to meet all pre-defined and agreed upon project schedules.

## **10.0 WORK SCHEDULES**

10.1 Contractor shall submit for review and approval a work schedule to the RPOSD Project Manager within three (3) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going maintenance tasks and task frequencies.

10.2 Contractor shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to the RPOSD Project Manager for review and approval within three (3) working days prior to scheduled time for work.

## **11.0 UNSCHEDULED WORK**

11.1 RPOSD Project Manager or her/his designee may authorize the Contractor to perform unscheduled work, including, but not limited to, repairs and replacements when the need for such work arises out of extraordinary incidents such as cyberattack, acts of God, and third-party negligence.

11.2 Prior to performing any unscheduled work not defined in Section 2.1, Tasks and Deliverables, the Contractor shall prepare and submit a written description of the work with an estimate of labor and materials. If the unscheduled work exceeds the Contractor's estimate, RPOSD Project Director or her/his designee must approve the excess cost. In any case, no unscheduled work shall commence without written authorization.

11.3 All unscheduled work shall commence on the established specified date. Contractor shall proceed diligently to complete said work within the time allotted.

11.4 RPOSD reserves the right to perform unscheduled work itself or assign the work to another Contractor.

## **12.0 GREEN INITIATIVES**

12.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

12.2 Contractor shall notify RPOSD’s Project Manager of Contractor’s new green initiatives prior to the contract commencement.

## **13.0 PERFORMANCE REQUIREMENTS SUMMARY**

RPOSD will monitor the Contractor’s performance to ensure compliance with all Contract terms. If RPOSD determines there are deficiencies in the Contractor’s performance of the Contract, RPOSD shall notify the Contractor to take corrective actions within specified time frames. RPOSD will apply penalties as specified in Paragraph 8.25, Liquidated Damages, of the Master Agreement, should the Contractor fail to improve or correct deficiencies within said time frames.