



**PUBLIC REQUEST TO ADDRESS  
THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS  
HOLLY J. MITCHELL  
LINDSEY P. HORVATH  
JANICE HAHN  
KATHRYN BARGER

**CORRESPONDENCE RECEIVED**

		The following individuals submitted comments on agenda item:		
Agenda #	Relate To	Position	Name	Comments
18.		Favor		
		Oppose	Monisha Parker	<p>Strengthening the Public Guardian's (PG) Client and Asset Management System (CAMS) Sole Source Contract in Los Angeles County requires a two-pronged approach: addressing potential concerns associated with sole source contracting and ensuring the contract effectively meets the PG's needs:</p> <p>1. Addressing Sole Source Concerns:</p> <p>Transparency and Justification: Publicly explain the rationale behind the sole source selection. This could involve: Demonstrating Panoramic Software's unique expertise or experience in developing systems specifically for public guardian offices. Highlighting potential compatibility issues with integrating other vendors' systems into the existing PG infrastructure. Explaining the potential costs and delays associated with an open bidding process considering the urgency of replacing the end-of-life CAMS system.</p> <p>Open Dialogue: Engage in an open dialogue with the County Board of Supervisors and the public to address concerns and answer questions regarding the sole source approach.</p> <p>Consider Alternatives: Explore the feasibility of alternative options within the sole source framework, such as: Negotiating a competitive price with Panoramic Software. Introducing performance-based incentives into the contract to ensure the system meets specific performance benchmarks.</p> <p>2. Ensuring Contract Effectiveness:</p> <p>Clearly Defined Scope of Work: The contract should have a clearly defined scope of work outlining the specific functionalities, deliverables, and timelines for system development and implementation.</p> <p>Performance Metrics and Monitoring: Establish clear performance metrics to track the effectiveness of the new system in areas like data security, client management, and asset tracking. Regular monitoring ensures the system meets its intended goals.</p> <p>Security and Data Protection: The contract should prioritize robust security measures and data protection protocols to safeguard sensitive client information.</p>

As of: 2/29/2024 12:44:12 PM



**PUBLIC REQUEST TO ADDRESS  
THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS  
HOLLY J. MITCHELL  
LINDSEY P. HORVATH  
JANICE HAHN  
KATHRYN BARGER

**CORRESPONDENCE RECEIVED**

			<p>Training and Support: Ensure the contract includes provisions for comprehensive training and ongoing supportfor PG staff on using the new system effectively.</p> <p>Regular Reviews and Evaluations: Conduct regular reviews and evaluations of the contract and the CAMS system to assess its performance, identify areas for improvement, and ensure it continues to meet the evolving needs of the PG office.</p> <p>By addressing potential concerns regarding the sole source approach and ensuring the contract effectively meets the PG's needs, Los Angeles County can strengthen the CAMS sole source contract, fostering transparency, accountability, and the successful implementation of a critical system for managing client assets and safeguarding the well-being of individuals under the Public Guardian's care.</p>
		Other	
		Item Total	1