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August 6, 2024

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

APPROVAL OF SOLE SOURCE AMENDMENT TO AGREEMENT WITH RTZ ASSOCIATES, INC. FOR AREA AGENCY ON AGING AUTOMATED TRACKING AND REPORTING SYSTEM (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

CIO RECOMMENDATION: APPROVE (X)

SUBJECT

The County of Los Angeles (County) Aging & Disabilities (AD) Department requests delegated authority to approve a sole source Amendment to an existing Agreement with RTZ Associates, Inc. (RTZ) for the continued provision of the GetCare System, an automated tracking and reporting system of Area Agency on Aging (AAA) clients residing in Los Angeles County.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of AD, or designee, to execute a sole source Amendment with RTZ for the provision of the GetCare System, which automates data collection, reporting, and tracking of the Department's AAA program services, to extend the Agreement term for one (1) year with one (1) optional year renewal and six (6) month-to-month extensions effective September 10, 2024 for an additional amount not to exceed \$735,000 in AAA grant funds, contingent upon the availability of funding. The maximum term of the Agreement will now be twelve (12) years and six (6) months for an aggregate contract sum of \$4,039,180.

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

44 August 6, 2024

EDWARD YEN
EXECUTIVE OFFICER



2. Approve and authorize the Director of AD, or designee, to execute amendments with the Subrecipient, which serves the best interests of the County, during the Agreement term as follows: 1) add new, relevant, or updated State, and/or County Agreement terms and conditions; and 2) increase or decrease the Agreement amounts (including but not limited to baseline funds, one-time only funds, and/or supplemental monies), which may exceed ten percent (10%) of the Maximum Agreement Sum, in response to the availability of funding and/or based on Subrecipient's performance, provided that: (a) the total allocation does not exceed funding availability; and (b) AD obtains County Counsel approval as to the form of the amendment prior to any such amendment.
3. Delegate authority to the Director of AD, or designee, to terminate the Agreement with Subrecipient for default of the Agreement, or for the convenience of the County, provided: a) the Director of AD notifies the Board and the CEO in writing within ten (10) business days prior to such termination, and b) County Counsel approval as to form is obtained prior to termination of the Agreement.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The GetCare System is utilized by 500 end users comprised of AD staff and 50 contract services providers. It supports AD's AAA data collection and reporting operations within the County in compliance with California Department of Aging (CDA) guidelines and enables real time tracking of consumers and services from contracted AAA service providers used to evaluate program performance and make program improvements. In Fiscal Year 2022-23, the system was used to help over 42,300 older adults, family caregivers and persons with disabilities with over 4.5 million units of service. These services included the Elderly Nutrition Program, Family Caregiver Support Program, Supportive Services Program, Legal Services Program, and Evidence-Based Health Promotion program.

The current Agreement expires on September 9, 2024. The sole source amendment will allow for continued operation of the GetCare System and enable AD enough time to complete a Request for Proposal (RFP) solicitation, to award, negotiate, and execute a successor agreement, and to implement a replacement system.

Implementation of Strategic Plan Goals

The recommended actions support the following strategic goals of the County's Strategic Plan. North Star I - Make Investments that Transform Lives; Strategy D (vii) – Support Older Adults & People with Disabilities; North Star 3 - Realize Tomorrow's Government Today; Strategy E (i) – Pursue Data-Driven Decision Making, Operational Effectiveness, Fiscal Responsibility, and Accountability; Strategy F (ii) – Modernize Infrastructure to Leverage Technological Advancements, Increase Visibility and Accessibility; Strategy G (i) – Maximize Revenue.

FISCAL IMPACT/FINANCING

There will be no impact on the County General Fund. The \$735,000 during the extended term is broken down as follows: \$294,000 for the first year; \$294,000 for the first optional year; and up to \$147,000 during the optional six (6) monthly extensions. The estimated FY 2024-25 funding for the one-year term of the Agreement is provided by the Older Americans Act, Title IIIB Supportive Services and will be included in the Department's FY 2024-25 Final Adopted Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The RTZ Agreement was awarded in October 2012 after a competitive solicitation. On February 19, 2013, the Board authorized the then Director of Workforce Development, Aging and Community Services (WDACS) to finalize and execute an Agreement with RTZ for the provision of its GetCare system for AAA data collection and reporting for a term of four (4) years and two (2) optional one-year term extensions. WDACS executed the Agreement on March 6, 2013, with final acceptance of the system on September 10, 2014.

On September 10, 2020, the Board delegated authority to the Director of WDACS to execute a sole source amendment with RTZ to extend the agreement for a term of one (1) year with three (3) optional renewals and increase the maximum Agreement sum to \$3,304,180. WDACS exercised this delegated authority and execute the amendment on September 10, 2020 to extend the Agreement term though September 9, 2024.

The Agreement is set to expire on September 9, 2024. On April 10, 2024, the Department advised the Board of its intent to extend this Sole Source Agreement, in accordance with Board Policy No. 5.100, Sole Source Contracts (Attachment I). Attachment II is the Sole Source Checklist and Justification.

AD will obtain County Counsel's approval as to form of the Agreement amendment prior to execution. The Chief Information Officer concurs with the Department, and a CIO Analysis is not required since this recommended action does not include any new technology-related matters. This Amendment requests an extension to the Agreement term to provide ongoing operations and maintenance services.

RTZ provides services that are highly specialized and proprietary, and not available by the County. Therefore, this Agreement is not subject to the Living Wage Program (Los Angeles County Code Chapter 2.201) and is exempt from Proposition A (Los Angeles County Code Chapter 2.121).

IMPACT ON CURRENT SERVICES (OR PROJECTS)

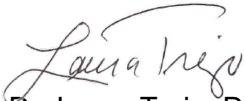
Approval of the recommended actions will ensure the continued and uninterrupted provision and tracking of critical services provided by AD for older adults (age 60 and older).

Should the Agreement with RTZ not be extended, the alternative would be using a challenging manual, time-consuming, resource-intensive data collection, validation and reporting process that will impact AD program management activities and timely reporting to CDA. Additionally, the system's absence would disrupt services to older adults as the Getcare System ensures there is no duplication of client services and remains critical to the case management of these vulnerable clients from intake to service delivery.

CONCLUSION

Upon your approval of the recommended actions, the AD Director, or designee, will proceed to execute the Agreement amendment, and any future amendments as noted herein. Should you have questions, please contact Ms. Ashley Liang, Executive Assistant, at ALiang@ad.lacounty.gov.

Respectfully submitted,



Dr. Laura Trejo, DSW, MSG, MPA
Director

LT:LCS:IP
MT:hk

C: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Reviewed By:



Peter Loo
Chief Information Officer

April 10, 2024

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TO: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: 
Dr. Laura Trejo
Director

SUBJECT: ADVANCE NOTICE OF INTENT TO NEGOTIATE A SOLE SOURCE EXTENSION WITH RTZ ASSOCIATES, INC. TO FACILITATE A NEW AGREEMENT

This is to provide the Board advanced notification that Aging and Disabilities (AD) intends to negotiate a sole source amendment, in compliance with Board Policy 5.100, to extend an existing agreement with RTZ Associates, Inc. (RTZ) for an additional one (1) year with one (1) year optional renewal and six (6) month-to-month extensions for provisioning of its GetCare system, which automates data collection, reporting, and tracking of the Department's Area Agency on Aging (AAA) program services. Board Policy No. 5.100 requires written notice of a department's intent to enter into sole source negotiations for extension of a Board-approved agreement at least six (6) months prior to the agreement's expiration date.

The current Agreement will expire on September 9, 2024, and the sole source amendment will allow for continued operation of the GetCare system and enable AD enough time to complete a Request for Proposal (RFP) solicitation, to award, negotiate and execute a successor agreement, and to implement a replacement system. Currently, development of the RFP is underway, and the solicitation process is expected to be completed by October 2024. AD plans to seek Board approval of an agreement by December 2024.

There will be no impact to the County General Fund as the funding for the system is provided by the Older Americans Act, Title IIIB Supportive Services.

Background

The RTZ Agreement was awarded in October 2012 after a competitive solicitation. On February 19, 2013, the Board authorized the then Director of Workforce Development, Aging and Community Services (WDACS) to finalize and execute an Agreement with RTZ for the provision of its GetCare system for AAA data collection and reporting for a term of four (4) years and two (2) optional one-year term extensions.

WDACS executed the Agreement on March 6, 2013, with final acceptance of the system on September 10, 2014. The Board subsequently delegated authority to AD to execute a sole source amendment with RTZ, effective September 10, 2020, for a term of one (1) year with three (3) optional renewals. The current maximum Agreement sum is \$3,304,180.

The GetCare system is utilized by 500 end users comprised of AD staff and 50 contract services providers. It supports AD's AAA data collection and reporting operations within the County in compliance with California Department of Aging (CDA) guidelines and enables real time tracking of consumers and services from contracted AAA service providers used to evaluate program performance and make program improvements. In Fiscal Year 2022-23, the system was used to help over 42,300 older adults, family caregivers and persons with disabilities with over 4.5 million units of service. These services included the Elderly Nutrition Program, Family Caregiver Support Program, Supportive Services Program, Legal Services Program, and Evidence-Based Health Promotion program.

In September 2020, CDA initiated the Customers Holistic Aging Relationship Management (CHARM) project to acquire and implement a statewide system that all State AAAs and Aging and Disability Resource Connections programs can use for data sharing, analytics and reporting with CDA. The long-term goal of the project was intended to replace local AAA systems such as GetCare. In CDA's January 2024 Q&A document released to all State AAAs, CDA confirmed that they are working towards developing detailed CHARM requirements. As a result, CDA has informed State AAAs that they should continue with their existing systems and contractual arrangements and not wait for the CDA statewide system.

Justification

1. The GetCare system is a proprietary system owned and operated by RTZ. As AD pursues a new replacement system, there is an operational need to continue utilizing the RTZ system for automated data collection and reporting for AAA services to evaluate program performance and make improvements, and to meet State and mandated reporting requirements. The alternative to a sole source amendment would be using a challenging manual, time-consuming, resource intensive data collection, validation and reporting process that may impact AD program management activities and timely reporting to CDA. Additionally, the system's absence would disrupt services to older adults (age 60 and older) as Getcare ensures there is no duplication of client services and remains critical to the case management of these vulnerable clients from intake to service delivery.
2. Should a new vendor system be selected, AD would require RTZ assistance to plan and execute the transition to the new system that minimizes disruptions to AD's operations and the delivery of services. RTZ would support the successful migration of Personally Identifiable Information (PII)/Protected Health Information (PHI) data from the existing GetCare system to the new system, ensuring that data integrity and security are maintained throughout the migration process. Also, RTZ's GetCare system would serve as backup in case the new system transition encounters unexpected changes.

Conclusion

AD will proceed with the extension agreement with RTZ as described herein, unless otherwise instructed by your Board. If no objection is received from the Board, we will work with County Counsel

Each Supervisor
April 10, 2024
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to prepare an amendment with RTZ and will return to the Board for approval of the amendment. This memorandum has been reviewed and approved as to form by County Counsel and the Office of Chief Information Officer.

If you have any questions or require additional information, please contact me directly, or your staff may contact Ms. Ashley Liang, Executive Assistant, at (213) 880-4158 or by email at ALiang@ad.lacounty.gov.

LT:LCS:IP:
DL:CD:HK

C: Chief Executive Officer
County Counsel
Executive Officer of the Board of Supervisors

SOLE SOURCE CHECKLIST

Department Name: Aging and Disabilities Department

New Sole Source Contract

Sole Source Amendment to Existing Contract

Date Existing Contract First Approved: Board adopted on 2/19/13.

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

Michael Martinez
Chief Executive Office

6/28/2024

Date

Sole Source Justification

- 1. Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.**

The GetCare system is a proprietary system owned and operated by RTZ. As AD pursues a new replacement system, there is an operational need to continue utilizing the RTZ system for automated data collection and reporting for AAA services to evaluate program performance and make improvements, and to meet State and mandated reporting requirements. The alternative to a sole source amendment would be using a challenging manual, time-consuming, resource intensive data collection, validation and reporting process that may impact AD program management activities and timely reporting to CDA. Additionally, the system's absence would disrupt services to older adults (age 60 and older) as Getcare ensures there is no duplication of client services and remains critical to the case management of these vulnerable clients from intake to service delivery.

Should a new vendor system be selected, AD would require RTZ assistance to plan and execute the transition to the new system that minimizes disruptions to AD's operations and the delivery of services. RTZ would support the successful migration of Personally Identifiable Information (PII)/Protected Health Information (PHI) data from the existing GetCare system to the new system, ensuring that data integrity and security are maintained throughout the migration process. Also, RTZ's GetCare system would serve as backup in case the new system transition encounters unexpected changes.