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510 S. Vermont Avenue, Suite 1100

Los Angeles, CA 90020

ad.lacounty.gov

info@ad.lacounty.gov

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August 5, 2025

13 August 5, 2025

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



EDWARD YEN
EXECUTIVE OFFICER

Dear Supervisors:

**AUTHORIZATION TO AWARD AND EXECUTE SUBAWARD
AGREEMENT FOR AREA AGENCY ON AGING CLIENT AND
SERVICES MANAGEMENT SYSTEM AND RELATED SERVICES**

**(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

CIO RECOMMENDATION: APPROVE (X)

SUBJECT

The County of Los Angeles (County) Aging & Disabilities (AD) Department seeks approval and delegated authority to award and execute a Subaward with RTZ LLC (RTZ) for the implementation of the Client and Services Management System (CSMS), using the GetCare System to automate tracking and reporting of Area Agency on Aging (AAA) clients residing in Los Angeles County.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Director of AD, or designee, to award and execute the CSMS Subaward with RTZ for the term effective September 1, 2025, through August 31, 2026, and subsequently execute up to three (3) annual renewal options for a maximum total Subaward term of four (4) years in the combined estimated annual amount of \$1,317,120 in AAA grant funds, contingent upon available funding.
2. Approve and authorize AD's Director, or designee, to execute Subaward amendments, which serves the best interests of the County, during the Subaward term as follows: 1) add new, relevant, or updated federal, State, and/or County Subaward terms and conditions; and 2) increase or decrease the Subaward amounts (including but not limited to baseline funds, one-time only funds, and/or supplemental monies), which remain within twenty percent (20%) of the Maximum Subaward 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 Subaward with Subrecipient upon their request, and those that have closed or are in default of their Subaward requirement, Subrecipient default, or for the convenience of the County, provided: a) County Counsel's approval is obtained prior to termination of the Subaward b) the Director of AD, or designee, notifies the Board and the CEO in writing within ten (10) business days after such termination.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current CSMS 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 2023-24, the system was used to help over 43,600 older adults, family caregivers and persons with disabilities with over 7 million units served. These services included but are not limited to Elderly Nutrition, Family Caregiver Support, Supportive Services Legal Services, Case Management Services, and Evidence-Based Disease Prevention and Health Promotion Services.

This new Subaward will allow for the continued use of the current CSMS, or GetCare System, without the need for additional training or onboarding. As the system is already fully integrated into AD's current operations and familiar to both staff and contracted service providers, this will ensure a seamless continuation, preventing disruption of data entry, service tracking, or reporting processes.

Implementation of Strategic Plan Goals

The recommended actions support the following Countywide strategic goals:

- 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 anticipated annual funding for the recommended award is \$329,280. The requested Board authority will allow AD to allocate funds for CSMS annually, for one year, with three (3) optional one-year renewals, for a combined total of \$1,317,120. The estimated annual funding for the Subaward is comprised of Older Americans Act (OAA) Title IIIB (Supportive Services) funds and will be included in the Department's FY 2025-26 Final Adopted Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Throughout the procurement process, the Subrecipient has demonstrated compliance with all Board and

County requirements. The Subaward includes standard County terms and conditions in addition to federal and State terms and conditions that are required for AD to administer/operate the program. Further, the Subaward is not subject to the requirements for Proposition A, in which living wage laws would be applicable as confirmed by County Counsel. AD will obtain County Counsel approval as to the form of the Subaward prior to their execution and/or amendment.

In compliance with Board Policy 6.020 "Chief Information Office Board Letter Approval", the Office of the Chief Information Officer (OCIO) reviewed the information technology (IT) components (management, design, development, acquisition, expansion, or purchase of IT systems and/or related services) of this request and recommends approval. The OCIO determined this recommended action(s) does not include any new IT items that would necessitate a formal written CIO Analysis.

CONTRACTING PROCESS

On October 30, 2024, AD released a competitive Request for Proposals (RFP) solicitation (in accordance with federal, State, and County procurement standards) for the Client and Services Management System (CSMS) under solicitation number AAA-CSMS-2425 RFP. AD was seeking qualified Proposers to provide CSMS. Notification of this release occurred as follows:

- Newspaper Publication: AD advertised the RFP in the following newspapers of general circulation in Los Angeles County and bordering counties: Los Angeles Times; Daily News; San Gabriel Valley Tribune; Long Beach Press Telegram; Torrance Daily Breeze; Orange County Register; La Opinion; and Los Angeles Watts Times.
- Posting on Internal Services Department (ISD)/Office of Small Business (OSB) Website: In accordance with County requirements, AD posted notification of the RFP on the ISD website (which also meets the requirement to post on the OSB website) using multiple commodity/service codes associated with CSMS services.
- GovDelivery Notifications: AD utilizes GovDelivery, a web-based email subscription management system, which includes approximately 4,149 vendors that have signed up to receive news and information pertaining to contracting opportunities with AD. These vendors were notified regarding the release of this RFP.

A Proposers' teleconference, which was attended by several potential proposers, was held on November 20, 2024, to address questions from potential Proposers, and no protests were received in response to the solicitation requirements.

AD received five proposals in response to the RFP. In accordance with County requirements, the proposals were reviewed and four were determined to be unresponsive and one (1), RTZ was determined to be responsive and responsible. Evaluations were conducted by teams comprised of individuals from AD, who were subject matter experts in various areas including program operations, data management and analytics, and technology. There were no protests in response to this evaluation and the recommendation of the award.

In accordance with Board Policy 5.130 (Contracting with Community Business Enterprise Firms) requiring disclosure of information pertaining to Community Business Enterprise (CBE) firms, AD has reflected this information in Attachment I. On final analysis and consideration of this award, the successful Proposer was selected without regard to race, creed, or color.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

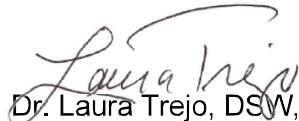
Approval of the recommended actions will ensure the continued and uninterrupted provision and tracking of critical services provided by AD for older adults (age 60 and older).

Should the Subaward with RTZ not commence, AD will need to rely on a manual, time-consuming, and resource-intensive process for data collection, validation and reporting process. This will hinder program management activities and delay timely reporting to CDA. Additionally, the absence of the GetCare System would disrupt services to older adults, as it plays a critical role in preventing duplication of client services and is essential for effective case management of these vulnerable clients from intake to service delivery.

CONCLUSION

Upon your approval of the recommended actions, AD's Director, or designee, will proceed to execute the Subaward, and any future amendments as noted herein. Should you have questions, please contact Ivan Pacheco, Departmental Chief Information Officer (DCIO) at ipacheco@ad.lacounty.gov

Respectfully submitted,



Dr. Laura Trejo, DSW, MSG, MPA
Director

Reviewed By:



Peter Loo
Chief Information Officer

LT:LCS:IP
MT

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