



MARK PESTRELLA, Director

## COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS

*"To Enrich Lives Through Effective and Caring Service"*

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IN REPLY PLEASE  
REFER TO FILE

December 09, 2025

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

Dear Supervisors:

**SERVICE CONTRACT  
WATER RESOURCES CORE SERVICE AREA  
LOS ANGELES COUNTY WATERWORKS DISTRICTS AND  
THE MARINA DEL REY WATER SYSTEM  
SOLE-SOURCE AMENDMENT TO THE COMPREHENSIVE  
CUSTOMER INFORMATION SYSTEM SOLUTION FOR WATER BILLING  
(SUPERVISORIAL DISTRICTS 2, 3, AND 5)  
(3-VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ( )  
DISAPPROVE ( )**

### **SUBJECT**

Public Works is seeking Board approval of Sole-Source Amendment No. 2 to Agreement No. 001908 with N. Harris Computer Corporation to extend the Board-approved agreement to allow Public Works to complete the solicitation and successful implementation of the replacement of the Los Angeles County Waterworks Districts' Comprehensive Customer Information System.

### **IT IS RECOMMENDED THAT THE BOARD:**

1. Find that the sole-source work is not a project pursuant to the California Environmental Quality Act.
2. Approve and delegate authority to the Director of Public Works or his designee to execute Sole-Source Amendment No. 2 to Agreement No. 001908 with N. Harris Computer Corporation to extend the agreement for up to 2 years to allow Public Works to complete the solicitation of the replacement

contract.

3. Authorize an increase of \$418,284.23 in the maximum contract sum of \$4,485,033.00 to \$4,903,317.23 under Agreement No. 001908 for up to 2 years.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The purpose of the recommended actions is to amend Agreement No. 001908 with N. Harris Computer Corporation to extend services as necessary for up to 2 years to allow Public Works to complete the solicitation of the replacement contract and implementation of the system. The services include continued maintenance of the Los Angeles County Waterworks Districts customer billing and account management system. The terms and conditions of the contract will remain the same, unless otherwise stated to reflect any changes to the State, Federal, or County policies.

An additional term of up to 2 years is needed due to the complexity of implementing the new system. The additional time will ensure there is adequate configuration, testing, data migration, training of the new system, and help avoid any disruption during the transition period. The additional term is exercised a year at a time.

The new contract, if approved by the Board, will begin upon award and execution and will proceed in parallel with the existing contract to allow development and implementation of the new system. The current contract with N. Harris Computer Corporation will continue to support billing and customer service functions until the new system is fully operational. If implementation is completed 1 year ahead of schedule, the additional term will not be exercised.

This action is essential to ensure the continued operation of the billing system, which supports the Districts' ability to bill and collect revenue and sustain critical water and fire protection services without disruption during the contract transition period.

### **Implementation of Strategic Plan Goals**

These recommendations support the County Strategic Plans: North Star 2, Foster Vibrant and Resilient Communities, Focus Area Goal A, Public Health, Strategy i, Population Based Health; and North Star 3, Realize Tomorrow's Government Today, Focus Area Goal A, Communication and Public Access, Strategy i, Customer Service, by ensuring continued use of the billing system. This amendment supports uninterrupted delivery of safe, clean, and affordable water, consistent with the California Safe Drinking Water Act and the State's Human Right to Water policy. Reliable water service is critical not only for household use, but also for public health and fire protection in the communities served.

### **FISCAL IMPACT/FINANCING**

There will be no impact to the County General Fund.

The \$418,284.23 increase to the maximum contract sum pursuant to the recommended Amendment No. 2 (Enclosure A) for maintenance and support includes (1) \$334,284.23 for the Comprehensive Customer Information System and software configuration and (2) \$84,000.00 for the contractor-hosted Interactive Voice Response phone system for up to a 2-year period.

Funding for the 2-year extension is available in the County of Los Angeles Waterworks Districts and

the Marina del Rey Water System General Funds (Services and Supplies) Fiscal Year 2025-26 Budgets. Funding for future years will be requested through the annual budget process.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The recommended Amendment No. 2 allows for continued customer billing, collections and payments for customer accounts, as well as account management, customer service functions, and meter asset controls for Los Angeles County Waterworks Districts.

The recommended Amendment No. 2 extends the contract to complete the solicitation of the replacement contract.

In accordance with Board Policy 5.100, the Sole-Source Checklist is enclosed (Enclosure B).

County Counsel has approved Amendment No. 2 as to form. In compliance with Board Policy 6.020 "Chief Information Office Board Letter Approval", the office of the Chief Information Officer reviewed the information technology components of this request and recommends approval. The office of the Chief Information Officer determined this recommended action does not include any new information technology components requiring a formal written Chief Information Officer Analysis.

### **ENVIRONMENTAL DOCUMENTATION**

In accordance with Section 15378(b) of the California Environmental Quality Act Guidelines, approval of the recommended action does not constitute a project because it is an administrative and organizational activity that will not result in any direct or indirect physical changes in the environment and, hence, is not subject to the requirements of California Environmental Quality Act.

### **CONTRACTING PROCESS**

On February 17, 2009, the Board approved Agreement No. 001908 with N. Harris Computer Corporation for a Customer Information System solution for an initial term of 5 years after the Go Live date and two 5-year renewal options for maintenance service. The initial term ended on January 16, 2016. The agreement is currently in the last year of the second 5-year renewal option, which will expire on January 16, 2026.

On December 11, 2018, the Board approved Amendment No. 1 for an upgrade to the Interactive Voice Response components of the Los Angeles County Waterworks Districts' Comprehensive Customer Information System.

In compliance with Board Policy 5.100 (Sole-Source Contracts), Public Works presented the Advanced Notification to Negotiate a Sole-Source Amendment with N. Harris Computer Corporation and provided advanced notification to the Board on July 3, 2025, to amend the contract to continue customer billing and account management to allow Public Works to complete the solicitation of the replacement contract with N. Harris Computer Corporation for Amendment No. 2.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the recommended Amendment No. 2 will extend Agreement No. 001908 to continue billing, collections, and payments for customer accounts, as well as account management, customer

service functions, and meter asset control for the Los Angeles County Waterworks Districts.

**CONCLUSION**

Please return an adopted copy of this Board letter to Public Works, Waterworks Division.

Respectfully submitted,



MARK PESTRELLA, PE  
Director



Peter Loo  
Chief Information Officer

MP:CH:jc

Enclosures

c: Auditor-Controller  
Chief Executive Office (Christine Frias,  
Stephanie Todd)  
County Counsel  
Executive Office, Board of Supervisors

**SECOND AMENDMENT TO THE MAINTENANCE, SUPPORT, AND ADDITIONAL SERVICES (Section 13 of the Implementation of a Comprehensive Customer Information System Solution Agreement)**

This AMENDMENT TO THE MAINTENANCE, SUPPORT, AND ADDITIONAL SERVICES ("Amendment 2") is made and entered on the date of the last signatory noted below by Advanced Utility Systems, an unincorporated division of N. Harris Computer Corporation ("Harris") and the County of Los Angeles, a subdivision of the State of California, a body corporate and politic (the "Organization"). Harris and the Organization are sometimes collectively referred to herein as the "Parties" and individually as a "Party".

*RECITALS:*

WHEREAS, the Parties entered into that certain Agreement for a Comprehensive Customer Information System ("Agreement") on February 26, 2009, which Agreement included as its Article 13 provisions for ongoing Support and Maintenance; and

**WHEREAS**, the Parties executed Amendment No. 1 on December 20, 2018, to include the IVR component under the Agreement; and

WHEREAS, the parties wish to extend and provide the Support and Maintenance services beginning January 1, 2026;

NOW, THEREFORE, for and in consideration of the mutual promises and undertakings set forth herein, the Parties hereby agree as follows:

1. Amendment to Section 13.1.7. The term of this Agreement is hereby extended, commencing on January 1, 2026, and continuing for two (2) years until December 31, 2027.
2. Compensation for Services. In consideration of Harris providing support and maintenance services during the two-year term, the Organization agrees to pay Harris the fees set forth below (the "Support and Maintenance Fees"). Such fees shall be payable in accordance with the amounts and schedule specified herein, subject to the payment terms of the Agreement, as amended:

Period	Product	Annual Fee
January 1, 2026 - December 31, 2026	CIS Infinity, Tele-Works	\$205,041.29
January 1, 2027 - December 31, 2027	CIS Infinity, Tele-Works	\$213,242.94

3. Amendment to Update Support and Maintenance Guidelines as referenced in Section 13. The Harris standard Support and Maintenance services referenced throughout Section 13 are hereby replaced in their entirety by the Support and Maintenance Guidelines, attached hereto as Exhibit 1.
4. Limitation of Liability. Any liability of Harris arising from or related to this Agreement shall be limited to sums paid to Harris in the twelve (12) months prior to the date upon which any dispute arose.
5. Remaining Terms Unaffected. Except as specifically modified by this Amendment 2, the terms of the Agreement, including its schedules, attachments, appendices, and exhibits, shall remain unchanged and the parties hereby ratify and confirm that the Agreement as amended by this Amendment 2, shall remain in full force and effect.
6. Counterparts: This Amendment 2 may be executed in two or more counterparts, each of which shall be deemed to be an original but all of which together shall constitute one and the same instrument.

(SIGNATURES ON FOLLOWING PAGE)

IN WITNESS WHEREOF, the Parties have executed this Second Amendment as of the day and year last written below.

**N. Harris Computer Corporation**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**COUNTY OF LOS ANGELES**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit 1**  
**Standard Support and Maintenance Guidelines**

The purpose of this Exhibit 1 is to provide our customers with information on our standard coverage, the services which are included as part of your annual software support, a listing of call priorities, an outline of our escalation procedures and other important details.

Harris reserves the right to make modifications to this document as required; provided, however, Harris shall not reduce the scope of support provided hereunder without the prior consent of the Organization.

The services listed below are services that are included as part of your software support.

- 800 Toll Free Telephone support
- Software for Life
  - Guaranteed Support on your existing applications for life
  - Scheduled assistance for installations, upgrades and other special projects (there may be charges depending on the scope of work)
- Technical troubleshooting and issue resolution
- Ticket Notification via email
- eSupport access 24 x 7 with the following on-line benefits:
  - Log and close calls
  - View and update calls
  - Update contact information
  - Access published documentation
  - Access available downloads
  - Access Support knowledge base
  - Participate in Discussion Forums
- Standard software releases and updates
  - Defect corrections (as warranted)
  - Planned enhancements
  - State and/or Federal mandated changes (charges may exist depending on scope)
  - Participation in beta program
  - Release notes
- Customer Care Program
  - Quarterly News Letter with support tips
  - Technical support bulletins
  - Communication on new products and services
  - On-site visits (as required)
- Design review for potential enhancements or custom modifications
- Ability to attend the annual customer conference (attendance fees apply)



- Ability to attend the regional user group meetings (attendance/travel expense apply)

### **Help Desk Hours**

Our standard hours of support are from 8:00 a.m. EST to 8:00 p.m. EST, Monday to Friday, excluding designated statutory holidays. After hours telephone support is available for any emergency issues. Weekend and holiday assistance is available and must be scheduled in advance and in most cases is billable.

### **Response Times**

Response times will vary and are dependent on the priority of the call. We do our best to ensure that we deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported. Our response time guidelines are as follows:

- Priority 1: 1 - 4 hours
- Priority 2: 1 - 8 hours
- Priority 3: 1 - 24 hours

### **Call Priorities**

In an effort to assign our resources to incoming calls as effectively as possible, we have identified three types of call priorities, 1, 2 and 3. A Priority 1 call is deemed by our support staff to be an Urgent or High Priority call, Priority 2 is classified as a Medium Priority and Priority 3 is deemed to be a Low Priority. The criteria used to establish guidelines for these calls are as follows:

#### **Priority 1 – High**

- System Down (Software Application, Hardware, Operating System, Database)
- Inability to process bills
- Program errors without workarounds
- Aborted postings or error messages preventing data integration and update
- Performance issues of severe nature impacting critical processes

## **Priority 2 - Medium**

- System errors that have workarounds
- Reports calculation issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- Security issues
- Hand-held issues not preventing billing
- Performance issues not impacting critical processes
- Usability issues
- Workstation connectivity issues (Workstation specific)

## **Priority 3 - Low**

- Report formatting issues
- Training questions, how to, or implementing new processes
- Aesthetic issues
- Issues with workarounds
- Recommendations for enhancements on system changes
- Questions on documentation

## **Requesting Technical Assistance**

All issues or questions reported to support are tracked via the ticket website, our technical analysts cannot provide further assistance unless a ticket is logged. Our current process for submitting the request is through our ticket website or you may call our support phone numbers:

- Your request must contain at a minimum: your organization name, contact person, software product and version, module and/or menu selection, nature of issue, detailed description of your question or issue and any other information you believe pertinent.
- Our ticket website or one of our technical analysts will provide you with a Ticket Number to track your issue and your request will be logged into our support tracking database.
- Your request will be stored in a queue and the first available technical analyst will be assigned to deal with your issue.
- As the technical analyst assigned to your request investigates your issue, you will be contacted and advised as to where the issue stands and the course of action that will be taken for resolution. If we require additional information, you

will be contacted by the assigned technical analyst to supply the information required.

- All correspondence and actions associated with your request will be tracked against in our ticket database. At any time, if available to you, you may log onto our website to see the status of your ticket.
- Once the issue has been resolved, you will receive an automated notification by email that the ticket has been closed. This email will contain the entire event history of the request from the time the request was created and leading up to the resolution. You also have the option of viewing both your open and closed tickets, if available to you, via our ticket website.
- If your issue needs to be escalated to a development resource or programmer for resolution, your issue will be logged into our internal development tracking database to track the progress of the issue. The ticket will remain open until your issue has been completely resolved. Issues escalated to development will be scheduled for resolution and may not be resolved immediately depending on the nature and complexity of the issue.
- Contact the Customer Success department at your convenience for a status update on your development issues, or log onto our website (if available to you) to view your issues online.

## **Escalation Process**

Our escalation process is defined below. This process has been put in place to ensure that issues are being dealt with appropriately. If at any time you are not completely satisfied with the resolution of your issue, you are encouraged to escalate with the Customer Success department as follows:

- Level 1:** Contact the Technical Analyst working on your issue (call/update the ticket)
- Level 2:** Contact the Team Lead or Manager
- Level 3:** Contact the Director, Senior Director or Vice President of Customer Success
- Level 4:** Contact the Executive Vice President

## **Holiday Schedule**

Below is a listing of statutory holidays. Please note that support services will be closed on designated days as outlined below.

New Year's Day (January 1)

Family Day (3<sup>rd</sup> Monday in February; usually coincides with President's Day)

Good Friday

Victoria Day (May, Monday preceding May 25<sup>th</sup>)

Canada Day (July 1)

Civic Holiday (August, first Monday)

Labor Day (same for USA and Canada)

Thanksgiving (Canada – 2<sup>nd</sup> Monday in October)

Christmas Eve (Early Closure)

Christmas Day (Dec 25)

Boxing Day (Dec 26)

New Year's Eve (Early Closure)

## **Billable Requests/Services (Statement of Work)**

The services listed below are examples that are out of scope of your support and maintenance agreement and are therefore considered billable services.

- Extended telephone training
- Forms major redesign or creation (includes Bill Prints, Notice Prints and Letters)
- Setup and changes to interfaces or creation of new interface
- File imports/exports
- Custom modifications (reports, bills, forms, reversal of customizations)
- Setting up additional companies / agencies / tokens / general ledgers
- Data conversions / global modification to setup table data
- Database maintenance, repairs and optimization
- Installations / re-installations (workstations, servers)

Our Customer Success team will further evaluate the request if it's out of scope and therefore we will advise if the request requires a Statement of Work.

## **Test Databases and Environments**

We support customers in the maintenance of independent test environments for testing purposes. This allows customers the opportunity to test fixes, modifications, new business processes and/or scenarios without risking any potentially unwanted changes to the live environment.

## **Connection Methods**

To ensure we can effectively support our Customers, we require that a communication link is established and maintained between our two sites. It is the Organization's responsibility to ensure the connection is valid at your location so that we can connect to your site and resolve any issues. Our supported methods of connection are: Direct internet, Virtual Private Network (VPN), Remote Access Server (RAS), and Terminal Services (a backup connection may be required for file transfers) however; Harris will work with the Customer to establish a mutually agreeable remote connection policy.

## SOLE SOURCE CHECKLIST

Department Name: \_\_\_\_\_

- ☐ New Sole Source Contract
- ☐ Sole Source Amendment to Existing Contract
- Date Existing Contract First Approved: \_\_\_\_\_

Check (✓)	<b>JUSTIFICATION FOR SOLE SOURCE CONTRACTS AND AMENDMENTS</b> 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.
	➤ 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.
	➤ It is in the best economic interest of the County (e.g., significant costs and time to replace an existing system or infrastructure, administrative cost and time 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.

*Christine Frias*

\_\_\_\_\_  
Chief Executive Office

\_\_\_\_\_  
Date