



# Health Services

LOS ANGELES COUNTY

February 10, 2026



Los Angeles County  
Board of Supervisors

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Administrative Deputy

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:

**AUTHORIZE THE COUNTY'S PURCHASING AGENT TO ISSUE A  
CONFIRMING PURCHASE ORDER TO JOHNSON CONTROLS, INC. FOR  
NURSE CALL SYSTEM REPAIR SERVICES AND PARTS  
(SUPERVISORIAL DISTRICT 2)  
FISCAL YEAR 2025-26  
(3 VOTES)**

## **SUBJECT**

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Los Angeles, CA 90012

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[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

*"To advance the health of our patient  
and our communities by providing  
extraordinary care*

The Department of Health Services (DHS) is requesting Board of Supervisors' (Board) approval to authorize the Internal Services Department (ISD), as the Los Angeles (LA) County's Purchasing Agent, to issue a confirming Purchase Order (PO) to Johnson Controls, Inc (JCI) for providing Nurse Call System (NCS) repair services and parts at DHS' Harbor-UCLA Medical Center (H-UCLA MC).

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

Authorize ISD, as the LA County's Purchasing Agent, to issue a confirming PO to JCI, for three outstanding invoices in the total amount of \$81,198.60 for providing NCS repair services and parts at H-UCLA MC.



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

Approval of the recommended action will authorize ISD, as the LA County's Purchasing Agent, to issue a confirming PO to enable H-UCLA MC to pay the total amount of \$81,198.60 to JCI for repair services rendered to the NCS without a valid PO in place.

The NCS is a critical system/piece of medical equipment necessary to support the hospital's daily operations. The NCS is utilized throughout the hospital and reports cardiac arrests, fires, hostile patients/visitors, emergencies, and summons the Los Angeles County Sheriff's Department for assistance when needed. The NCS also summons the hospital's Code Blue Team when a patient experiences a cardiac arrest. Malfunction of the NCS can lead to the loss of life and, in the event of a fire, can lead to the loss of both life and property. H-UCLA MC's NCS was installed circa 2010 and is beyond the expected lifespan for this type of system/equipment. H-UCLA MC will be moving into a new hospital in 2027, and it is not operationally or fiscally feasible to replace the current system/equipment. Additionally, many parts necessary to keep the system operational are obsolete or extremely difficult to locate.

JCI is the sole source vendor who supports the NCS, does not provide advanced service or repair quotes, does not offer service contracts, and only performs services on a case-by-case basis for this NCS.

Between October 2021 and December 2022, H-UCLA MC has utilized JCI to perform NCS emergency repairs that were unable to be resolved by designated H-UCLA MC Clinical Engineering staff. H-UCLA MC Clinical Engineering staff were not familiar with and did not have a clear understanding of the County's Procurement process for requesting emergency services/repairs and POs. Due to the critical life-saving importance of having a fully functional NCS, H-UCLA MC Clinical Engineering staff authorized JCI to perform repairs without a valid PO in place on multiple occasions.

The delays in payment were attributed to the vendor sending invoices to the wrong address causing delays in submitting the requisition in a timely manner.

Corrective action has been taken to ensure this does not occur in the future. An internal process was established outlining procedures and training was conducted for obtaining emergency services.

DHS presented to the Retroactive Contract Review Committee (RCRC) on September 8, 2025, to discuss the factors that led to the retroactive situation and the Corrective Action Plan (CAP) developed by DHS. The RCRC reviewed the applicable documentation and approved the CAP presented. The CAP was approved by the RCRC on September 8, 2025. The CAP is attached to this letter as report to the Board that DHS has completed the retroactive contract process and has a plan to prevent future retroactive occurrences.

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

This recommendation supports North Star 3: "Realize tomorrow's government today. Focus Area Goal G: "Internal Controls and Processes" of the LA County's Strategic Plan.

### **FISCAL IMPACT/FINANCING**

The outstanding invoices for services previously rendered total to \$81,198.60. This will be funded with existing resources included in the DHS' Fiscal Year 2025-26 Final Budget. There is no net County cost impact associated with the recommendation.

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

The total amount of the invoices is \$81,198.60 for repair services and parts provided by JCI.

### **CONTRACTING PROCESS**

The PO will be processed by ISD in accordance with LA County's Purchasing Policies and Procedures.

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

There is no negative impact on current LA County services. Approval of the recommendation will enable H-UCLA MC to pay the outstanding invoices for services rendered in prior fiscal years.

Respectfully submitted,



Christina R. Ghaly, M.D.

Director

CRG:jc

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Internal Services Department