LOS ANGELES COUNTY
Aging & Disabilities Department

Director
MARAL KARACCUSIAN

Chief Deputy
VICTORIA JUMP

510 S. Vermont Avenue, 11th Floor
Los Angeles, CA 90020
ad.lacounty.gov
(213) 291-0028

November 17, 2026

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

Dear Supervisors:

REVISED

APPROVAL TO EXECUTE A SOLE SOURCE AMENDMENT FOR CONTINUED USE OF THE ADULT PROTECTIVE SERVICES CASE MANAGEMENT SYSTEM

(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)

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

SUBJECT

The Los Angeles County Aging & Disabilities Department (AD) requests delegated authority to execute a sole source amendment with WellSky Human and Social Services Corporation (WellSky) for continued use of the Harmony Adult Protective Services (HAPS) case management system. The proposed amendment will extend the current agreement for one year with two optional six-month extension periods, for a maximum of two years. A sole source extension is needed to keep HAPS operational while AD completes the competitive procurement and any required implementation and transition to a replacement case management system, as needed.

IT IS RECOMMENDED THAT THE BOARD

1. Authorize AD's Director, or designee, to execute a sole source contract amendment with WellSky to extend the agreement for one year from December 6, 2026, through December 5, 2027; exercise up to two optional six-month extension periods through December 5, 2028; and increase the maximum contract sum by $1,122,636.65, inclusive of estimated applicable taxes, from $6,280,596 to $7,403,232.65, subject to available funding. AD will obtain County Counsel approval as to the form of the amendment prior to execution.

BOARD OF SUPERVISORS

HILDA L. SOLIS
First District

HOLLY J. MITCHELL
Second District

LINDSEY P. HORVATH
Third District

JANICE HAHN
Fourth District

KATHRYN BARGER
Fifth District

2. Delegate authority to AD's Director, or designee, to execute amendments that serve the best interests of the County during the contract term as follows: 1) add new, relevant, or updated federal, State, County and/or other contract terms and conditions; and, 2) increase or decrease the contract amounts (including but not limited to baseline funds, one-time-only funds, and/or supplemental monies), which may increase the maximum contract sum by no more than ten percent (10%), in response to the availability of funding and/or based on Contractor performance provided that: (a) the total allocation does not exceed available funding; (b) AD obtains County Counsel approval as to the form of the amendment prior to any such amendment; and, (c) AD provides written confirmation to the CEO within thirty (30) business days of completing this action.

3. Delegate authority to AD's Director, or designee, to terminate the agreement upon Contractor's request, or to effectuate any of the termination provisions in the contract, including termination for the convenience of the County, provided: a) County Counsel's approval is obtained prior to termination of the contract, and 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

HAPS is AD's current case management platform for Adult Protective Services (APS). The system supports approximately 6,000 monthly reports of suspected abuse and neglect for older and dependent adults throughout Los Angeles County and provides web-based intake for mandated reporters, case assignment and tracking, emergency response coordination, State-required reporting, and operational reporting. Approval of the recommended actions will allow AD to continue using HAPS without interruption while AD completes the competitive procurement and any required implementation and transition to a replacement system.

During solicitation development, AD's review of pending HAPS changes revealed that the Statement of Work needed clearer requirements for items such as web-intake urgency ratings, 30-, 90-, and 180-day case reviews, law enforcement cross-reporting, and expungement of records before data conversion. Testing and validation of existing functionality further informed these requirements. AD defined these workflows and State reporting requirements so it could evaluate proposals against APS operational needs. These necessary changes to the Statement of Work delayed the planned RFP release to a new target release date of October 21, 2026, and the estimated replacement agreement will begin July 1, 2027.

The current agreement expires on December 5, 2026. AD's April 29, 2026 advance-notice memorandum anticipated a one-year extension with one optional six-month period. Based on the current procurement schedule, AD anticipates exercising the first six-month extension period. Transition activities are anticipated to continue through 2028, therefore AD requests a second optional six-month period in the event additional time is needed to complete implementation and transition to the replacement system, which could include significant data migration. AD will assess progress before exercising the second option, subject to available funding.

IMPLEMENTATION OF STRATEGIC PLAN

The recommended actions support North Star 2—Foster Vibrant and Resilient Communities, by maintaining technology for effective APS services; and North Star 3—Realize Tomorrow's Government Today, by supporting reliable operations, accurate data, and an orderly transition to a replacement case management system.

FISCAL IMPACT/FINANCING

The maximum potential cost of the proposed extension is $1,122,636.65, inclusive of $1,025,238.95 in WellSky charges and $97,397.70 in estimated applicable taxes. The WellSky charges consist of $433,504.85 for the initial 12-month period and $295,867.05 for each optional six-month period. This will increase the maximum contract sum from $6,280,596 to $7,403,232.65. The proposed extension will be funded by Adult Protective Services (APS) State funds from the California Department of Social Services (CDSS). Funding for the portion occurring in Fiscal Year 2026-27 is included in AD's Final Adopted Budget. There is no impact to net County cost.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

HAPS is used by APS to manage intake, investigations, case activity, client information, and required reporting. The current agreement was originally awarded following a competitive Request for Proposals (RFP) process and has subsequently been extended to maintain continuity of operations. The current term expires December 5, 2026. AD provided the Board with advance notice of its intent to negotiate a sole source extension on April 29, 2026, in accordance with Board Policy No. 5.100. The CEO-approved Sole Source Checklist is attached (Attachment I).

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. OCIO determined that the recommended actions do not include any new IT items that would necessitate a formal written CIO Analysis.

CONTRACTING PROCESS

AD has targeted October 21, 2026, as the release date for the competitive RFP for a replacement APS case management system. AD estimates the replacement agreement will begin July 1, 2027. Following proposal evaluation, negotiations, vendor selection, and approval of the resulting agreement, AD will establish the detailed implementation and transition schedule based on the selected solution.

A sole source extension is necessary because WellSky is the only vendor that can continue providing and supporting the existing HAPS platform during the competitive procurement and any resulting implementation period. Replacing the existing provider before completion of the procurement would create unnecessary operational, data-conversion, training, reporting, and continuity risks.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval will maintain uninterrupted APS intake, case assignment and tracking, emergency response coordination, mandated reporting, and related case management functions during the procurement and transition period. Without the extension, AD could lose operational access and vendor support for HAPS after December 5, 2026, disrupting essential services for vulnerable adults.

CONCLUSION

Upon Board approval, AD will execute the sole source amendment with WellSky and exercise authorized option periods only as necessary. The extension will maintain uninterrupted access to HAPS, support continued APS operations and required reporting, and provide sufficient time to complete the competitive procurement and an orderly transition to the selected replacement system.

Should you have any questions, your staff may contact Victoria Jump, Chief Deputy, at Vjump@ad.lacounty.gov or Ivan Pacheco, Chief Information Officer, at IPacheco@ad.lacounty.gov.

Respectfully submitted,

Maral V. Karaccusian

Maral V. Karaccusian
Director

Reviewed By:

Peter Loo
Chief Information Officer

MVK:VJ:SH:IP:mt

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

Attachment

ADULT PROTECTIVE SERVICES SOLUTION AGREEMENT

AMENDMENT THREE

This Amendment is made and entered into by and between

COUNTY OF LOS ANGELES THROUGH ITS
AGING & DISABILITIES DEPARTMENT
("County" or "AD")

County's Business Address
510 South Vermont Avenue
Los Angeles, CA 90020

and

WellSky Human and Social Services Corporation,
formerly known as Mediware Human and Social Services, Inc. DBA Harmony Information Systems
("Contractor")

Contractor's Business Address
11300 Switzer Road
Overland Park, Kansas 66210

WHEREAS, County and Contractor entered into the Adult Protective Services Solution Agreement effective March 31, 2010 (the "Original Agreement") for the Harmony for Adult Protective Services case management system ("HAPS"); and

WHEREAS, County and Contractor entered into Amendment Number One, effective December 6, 2017, to extend and update the Original Agreement; and

WHEREAS, County and Contractor entered into Amendment Number Two, effective December 6, 2022, to add one firm year and three optional one-year extensions through December 5, 2026, update certain provisions, and establish a Maximum Contract Sum of $6,280,596.00; and

WHEREAS, the Original Agreement, Amendment Number One, and Amendment Number Two are collectively referred to as the "Agreement"; and

WHEREAS, it is the intent of the parties to amend this Agreement to extend the term for one additional year, from December 6, 2026, through December 5, 2027, with two additional optional six-month extension periods through December 5, 2028, each exercisable only by affirmative written notice from County; and

WHEREAS, it is the intent of the parties to also amend this Agreement to increase the Maximum Contract Sum from $6,280,596.00 to $7,403,233 an increase of $1,122,637, inclusive of estimated applicable taxes, and to make the other changes expressly set forth in this Amendment; and

WHEREAS, it is the intent of the parties to also amend this Agreement to provide for other changes set forth herein; and

WHEREAS, the Agreement permits changes to its terms through a written amendment formally approved and executed by the parties.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

I. This Amendment will commence on **December 6, 2026**.

II. Paragraph 1, Applicable Documents, Subparagraph 1.1, Interpretation, is deleted in its entirety and replaced as follows:

1.1 INTERPRETATION

The provisions of the Agreement (the "Base Agreement"), together with the Exhibits, Attachments, and Schedules listed below, collectively form the Agreement. Exhibits K, L, and M are incorporated by reference. In the event of a conflict or inconsistency among the Base Agreement and any Exhibit, Attachment, or Schedule, the Base Agreement controls, followed by the Exhibits, Attachments, and Schedules in the following descending order of priority:

Exhibit A – Statement of Work
Attachment A.1 – System Requirements
Attachment A.2 – System Configuration

Exhibit B – Pricing Schedule
Schedule B.1 – Optional Work Schedule
Schedule B.2 – Extended Term Pricing
Schedule B.3 – Extended Term Pricing

Schedule B.4 – Extended Term Pricing

Exhibit C – Project Schedule

Exhibit D – Service Level Agreement

Schedule D.1 – County's Remote Access Policies

Schedule D.2 – LA County Extranet IT Security Standards

Schedule D.3 – IT Confidentiality and Acceptable Use Agreement

Exhibit E – Administration of Agreement

Exhibit F – Contractor Acknowledgment, Confidentiality and Copyright Assignment Agreement

Exhibit G – Contractor's EEO Certification

Exhibit H – Jury Service Program

Exhibit I – Safely Surrendered Baby Law

Exhibit J – Charitable Contributions Certification

Exhibit K – Source Code Escrow Agreement (incorporated by reference)

Exhibit L – Request for Proposals (incorporated by reference)

Exhibit M – Contractor's Proposal (incorporated by reference)

Exhibit N – Contractor's Compliance with Encryption Requirements

Exhibit O – Business Associate Agreement Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Exhibit P – Information Security and Privacy Requirements

Exhibit Q – Intentionally Omitted

Exhibit R – Intentionally Omitted

Exhibit S – Digital Accessibility Requirements

III. Paragraph 7, Term, Subparagraph 7.2, Extended Term, is deleted in its entirety and replaced as follows:

7.2 EXTENDED TERM

7.2.1 The initial term of this Agreement extends through December 5, 2015, with up to two (2) additional consecutive one-year extension periods through December 5, 2017.

7.2.2 The term of this Agreement is extended by an additional five (5)-years, effective December 6, 2017, through December 5, 2022.

7.2.3 The term of this Agreement is extended by one (1)-year, effective December 6, 2022, through December 5, 2023, with three (3) additional one-year extension periods through December 5, 2026.

7.2.4 The term of this Agreement is extended by an additional one (1)-year period, effective December 6, 2026, through December 5, 2027, with two (2) optional six-month extension periods, for a maximum term through December 5, 2028. Each optional six-month extension may be exercised at the County's sole option by affirmative written notice to Contractor. If the County elects not to exercise an optional extension, any remaining extension option shall automatically lapse.

IV. Paragraph 8.1.2 and 8.1.3 (Maximum Contract Sum) are added as follows:

8.1.2 The Maximum Contract Sum shall be increased from Four Million Seven Hundred Forty-Three Thousand Four Hundred Six Dollars ($4,743,406) to Six Million Two Hundred Eighty Thousand Five Hundred Ninety-Six Dollars ($6,280,596), which is an increase of $1,537,190 to accommodate continued licensing, hosting, data extract, SFAX and maintenance work required during the extended term of the Agreement.

8.1.3 The Maximum Contract Sum shall be increased from Six Million Two Hundred Eighty Thousand Five Hundred Ninety-Six Dollars ($6,280,596) to Seven Million Four Hundred Three Thousand Two Hundred Thirty-Three Dollars ($7,403,233), an increase of One Million One Hundred Twenty-Two Thousand Six Hundred Thirty-Seven Dollars ($1,122,637), inclusive of applicable taxes, to accommodate continued licensing, hosting, data extract, SFAX and maintenance work required during the extended term of the Agreement. County's total payment obligations under the Agreement, including applicable taxes, shall not exceed the Maximum Contract Sum without a written amendment. Fees associated with an optional extension period shall be payable only if County exercises the applicable option in accordance with Paragraph 7.2.

V. Paragraph 83, Compliance with Fair Chance Employment Hiring Practices, is deleted in its entirety and replaced as follows:

83. COMPLIANCE WITH FAIR CHANCE EMPLOYMENT HIRING PRACTICES

Contractor and its Subcontractors must comply with California Government Code Section 12952, California Code of Regulations Section 11017.1, and

County Code Chapter 8.300 (Fair Chance Ordinance for Employers). Contractor and its Subcontractors may access applicable resources at https://dcba.lacounty.gov/fairchance/ and https://opportunity.lacounty.gov/fair-chance-hiring-campaign/.

A violation may constitute a material breach. County may impose or pursue applicable administrative penalties and remedies under County Code Section 8.300.100 and may terminate the Agreement.

VI. Paragraph 84 (COVID-19 Vaccinations of County Contractor Personnel) is deleted in its entirety and replaced as follows:

84. INTENTIONALLY OMITTED

VII. Paragraph 89 is added as follows:

89. UNRESOLVED DISALLOWED COSTS

Contractor must not invoice County for disallowed costs. Contractor must not have unresolved disallowed costs in excess of One Hundred Thousand Dollars ($100,000) that have been confirmed as disallowed by the contracting County department and remain unpaid for six months or more from the date of an Auditor-Controller report, unless the costs are the subject of current good-faith negotiations as determined by County. Noncompliance may constitute a material breach and may result in termination for default and disqualification from future County solicitations, in addition to any other available remedies.

VIII. Paragraph 90 is added as follows:

90. CAMPAIGN CONTRIBUTION PROHIBITION FOLLOWING FINAL DECISION IN CONTRACT PROCEEDING

Pursuant to California Government Code Section 84308, Contractor and its Subcontractors are prohibited from making a contribution of more than Five Hundred Dollars ($500) to a County officer for twelve months after the date of the final decision in the proceeding involving this Agreement. Failure to comply may constitute a material breach as determined by County.

IX. Paragraph 91 is added as follows:

91. DIGITAL ACCESSIBILITY REQUIREMENTS

For any websites, webpages, software user interfaces, electronic documents, and mobile applications that Contractor designs, hosts, implements, provides, or manages on behalf of County under the Agreement, Contractor must comply with Exhibit S (Digital Accessibility Requirements), all applicable accessibility laws, rules, and regulations, including the Americans with Disabilities Act, and applicable Web Content Accessibility Guidelines, as amended or updated during the term. Contractor must promptly implement applicable amendments or updates without additional cost to County, except to the extent otherwise expressly approved in a written amendment.

X. Schedule B.4 (Extended Term Pricing), is added and is incorporated herein by reference.

XI. Exhibit E (Administration of Agreement) is deleted in its entirety and replaced with Exhibit E (Administration of Agreement) (Updated 12/2026) and incorporated herein by reference.

XII. Exhibit Q (FEMA COVID-19 Provisions) is deleted in its entirety and replaced with the attached "Exhibit Q (Intentionally Omitted)", which is incorporated herein by reference.

XIII. Exhibit R (COVID-19 Vaccination Certification of Compliance) is deleted in its entirety and replaced with the attached "Exhibit O (Intentionally Omitted)", which is incorporated herein by reference.

XIV. Exhibit S (Digital Accessibility Requirements), is added and is incorporated herein by reference.

All other terms and conditions of the Contract will remain in full force and effect.

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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this **Amendment Three** to be subscribed on its behalf by the Director of Aging and Disabilities, and the Contractor has subscribed the same through its Authorized Representative. The Authorized Representative(s) signing on behalf of Contractor warrants under penalty of perjury that he or she is authorized to bind Contractor.

COUNTY OF LOS ANGELES

By_____ ____
Maral V. Karaccusian, Director Date
County of Los Angeles
Aging & Disabilities Department

SUBRECIPIENT

_____
Contractor's Legal Name

_____
Contract Number

By_____ ____
Name of Authorized Representative Date

_____
Title

Approved as to Form: _____
Signature

OFFICE OF COUNTY COUNSEL
Dawyn R. Harrison, County Counsel

By _____ _____
Name of Authorized Representative Date

By_____
Amanda Drukker
Senior Deputy County Counsel

_____
Title

_____
Signature

EXHIBIT B PRICING SCHEDULE

SCHEDULE B.4 EXTENDED TERM PRICING

The prices below apply only to the extension period exercised in accordance with Paragraph 7.2. Each optional period is subject to affirmative written County exercise.

Period	License / hosting	Data extract and SFAX	Total before tax
Firm year Dec 6, 2026–Dec 5, 2027	$397,938.21	$35,566.64	$433,504.85
Option 1 Dec 6, 2027–Jun 5, 2028	$271,592.83	$24,274.22	$295,867.05
Option 2 Jun 6, 2028–Dec 5, 2028	$271,592.83	$24,274.22	$295,867.05
TOTAL CONTRACTOR FEES	$941,123.87	$84,115.08	$1,025,238.95

Data extract and SFAX amounts include the data extract, SFAX feature, SFAX storage, and SFAX support components for each extension period.

EXHIBIT S

DIGITAL ACCESSIBILITY REQUIREMENTS

These requirements are compliance standards for all websites, applications, documents, and video content published by or on behalf of the County of Los Angeles ("County") to ensure meeting accessibility requirements for individuals with disabilities, including those who rely on assistive technologies. These requirements are based on Title II of the Americans with Disabilities Act (ADA), which requires state and local governments to provide equal access to programs, services, and activities; and the Web Content Accessibility Guidelines (WCAG) 2.1 Levels A and AA, which define international requirements for accessible web content.

These requirements apply to County contractors responsible for developing, maintaining, or publishing digital content. This includes digital content included on external and internal websites, web applications, mobile applications, documents, multimedia, social media, maps and dashboards, and third-party applications.

Definitions

- WWeb Content Accessibility Guidelines WCAG 2.1: Version 2.1, developed by the W3C. eb Content Accessibility Guidelines (WCAG) 2.1 covers a wide range of recommendations for making web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities. These guidelines address accessibility of web content on any kind of device (including desktops, laptops, kiosks, and mobile devices). The guidelines are intended to make web content more usable to users in general.
- Level A/AA: Conformance levels representing basic and intermediate accessibility requirements.
- Assistive Technology: Devices or software (e.g., screen readers, magnifiers) that help individuals with disabilities interact with digital content.
- Automated Testing: The use of software tools to scan digital content for accessibility issues that can be detected programmatically. Automated testing identifies issues such as missing alt text, low color contrast, improper heading structures, and keyboard traps.
- Manual Testing: The process of using human testers to evaluate accessibility success criteria that automated tools cannot reliably detect. This includes testing keyboard navigation, focus order, screen reader behavior, error messaging, and content structure.
- Success Criteria: Written as testable statements that are not technology-specific. Guidance about satisfying the success criteria in specific technologies, as well as general information about interpreting the success criteria, is provided in separate documents. Reference the Web Content Accessibility Guidelines (WCAG) Overview for an introduction and links to WCAG technical and educational material.

Digital Accessibility Requirements

Websites and Web Applications
Websites and web applications must comply with the following requirements. Refer to the success criteria reference for further guidance.

- Automated Testing: Websites and web applications must meet at least 90% of the 24 WCAG 2.1 Level A and AA success criteria designated for automated testing. See the Success Criteria Reference for the full list.

- Manual Testing: Websites and web applications must meet the 10 WCAG 2.1 Level A and AA success criteria designated for manual testing. See the Success Criteria Reference for details.
- Accessibility Statement: Pages must include a link to the County's accessibility statement and a contact form allowing users to submit accessibility requests.

Mobile Applications

Mobile apps must meet the following requirements. Refer to the success criteria reference for further guidance.

- 1.1.1 Non-text Content: Provide text alternatives for non-text content that serves the same purpose.
- 1.3.1 Info and Relationships: Content, structure and relationships can be programmatically determined.
- 1.4.3 Contrast (Minimum): Text and images of text must have a contrast ratio of at least 4.5:1 against their background.
- 1.4.4 Resize Text - Text can be resized to 200% without loss of content or function.
- 1.4.5 Images of Text - Don't use images of text.
- 1.4.11 - No text Contrast - The contrast between user interface components, graphics and adjacent colors is at least 3:1
- 2.1.1 Keyboard: Functionality must be operable through a keyboard interface without requiring specific timings.
- 2.4.3 Focus Order: Navigation must follow a meaningful and logical order when moving focus through interactive elements.
- 2.4.4 Link Purpose (In Context): The purpose of each link must be clear from the link text alone or its context.
- 3.3.1 Error Identification: If an input error is detected, it must be identified and described to the user in text.
- 4.1.2 Name, Role, Value: UI components must expose their name, role, and value to assistive technologies.

Documents

Accessibility issues identified by the built-in accessibility checker in PDF, Word, Excel, and PowerPoint must be remediated.

Multimedia

Video content must comply with criteria 1.2.1, 1.2.2, and 1.2.4. Refer to the success criteria reference for further guidance.

- 1.2.1 Audio-only and Video-only (Prerecorded): Provide alternatives for audio-only content (such as transcripts) and for video-only content (such as descriptive text or audio tracks that describe visual information).
- 1.2.2 Captions (Prerecorded): Add synchronized captions to prerecorded videos with audio. Captions must include spoken dialogue and important non-speech information like sound effects or music.
- 1.2.4 Captions (Live): Add captions to live videos.

Social Media

Social media content must comply with the following requirements. Refer to the success criteria reference for further guidance.

- 1.1.1 Non-text Content: Non-text content must have a text alternative that serves the same purpose. Posts with flyers, advertisements, etc. must be accompanied by a text equivalent.
- 1.2.1 Audio-only and Video-only (Prerecorded): Provide alternatives for audio-only content (such as transcripts) and for video-only content (such as descriptive text or audio tracks that describe visual information).
- 1.2.2 Captions (Prerecorded): Add synchronized captions to prerecorded videos with audio.
- 1.3.2 - Meaningful Sequence: Present content in a meaningful order. The reading order of post content (text, hashtags, mentions) must make sense when read chronologically.
- 1.4.3 Contrast (Minimum): Text must have enough contrast against backgrounds.

Maps and Dashboards
Maps and dashboards must comply with the following requirements. Refer to the success criteria reference for further guidance.

The text alternative must convey the same information presented on the map. A skip button must be provided to allow users to bypass the map and access the text alternative directly.

- 1.1.1 Non-text Content: Non-text content must have a text alternative that serves the same purpose.
- 1.3.3 Sensory Characteristics Don't rely on shape, color, size, sound, or visual position alone to convey meaning or instructions.
- 1.4.1 Use of Color: Color must not be the sole means of conveying information.
- 1.4.3 Contrast (Minimum): Text and images of text must have a contrast ratio of at least 4.5:1.
- 2.1.1 Keyboard: Functionality must be operable through a keyboard interface.
- 2.5.1 Pointer Gestures Multi-point and path-based gestures can be operated with a single pointer

Third-Party Applications

Contractors providing third-party applications are required to meet all applicable County accessibility requirements set forth in this document.

Contractors must complete a self-assessment of their product, similar to a Voluntary Product Accessibility Template (VPAT), to document and demonstrate their compliance.

Exceptions

In accordance with ADA guidance, the following types of content are exempt from full compliance under specific conditions:

- Archived Web Content: Content created before the compliance date, retained for reference or recordkeeping, in a dedicated archive, and not updated.

Example: Historical city council meeting minutes stored in an archive section without modifications.

- Preexisting Conventional Electronic Documents: Documents (e.g., PDFs, Word, Excel) created before the compliance date, not intended for active use.

Example: An old PDF report from 2015 available on the website for historical reference.

- Third-Party Content: Content posted by external parties not under County contract (e.g., public comments on forums).

Example: Comments or posts made by the public on a County-managed forum.

- Individualized, Password-Protected Documents: Personalized, secure documents (e.g., employee-specific benefits statements).

Example: A personalized benefits statement accessible only to a particular employee.

- Preexisting Social Media Posts: Content posted before the compliance date on official social media accounts.

Example: A Facebook post from 2020 on the County's official page.

Even if content qualifies as an exception, Contractors must provide alternative formats upon request.

Monitoring and Enforcement

- Departments are required to provide status of remediation progress every two weeks using the accessibility compliance tracker.
- The accessibility dashboard will be used to monitor compliance benchmarks.
- Training and resources will be provided to ensure compliance across teams.

SOLE SOURCE CHECKLIST

Department Name: Aging & Disabilities

☐ New Sole Source Contract

☑ Sole Source Amendment to Existing Contract
Date Existing Contract First Approved: March 30, 2010

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS AND AMENDMENTS **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 "*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*."
☐	➢ 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.
☑	➢ 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 J. Martinez Digitally signed by Michael J. Martinez
Date: 2026.10.06 15:39:01 -07'00'

Chief Executive Office

Date