



FESIA A. DAVENPORT
Acting Chief Executive Officer

County of Los Angeles CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER

DATE: October 14, 2020
TIME: 2:00 p.m. – 4:00 p.m.
LOCATION: **TELECONFERENCE CALL-IN NUMBER: (415)655-0001**
TELECONFERENCE ID: 927075833

To join via phone, dial 1(415)655-0001, then press 927075833#, then press # when prompted for attendee number ****IF DIALING IN PLEASE CALL IN AT 1:45 P.M. TO FACILITATE PARTICIPANT CHECK-IN**.**

YOU CAN ALSO JOIN THIS MEETING BY CLICKING ON THE FOLLOWING LINK:

[Join meeting](#)

DUE TO THE CLOSURE OF ALL COUNTY BUILDINGS, MEMBERS OF THE PUBLIC WILL NEED TO CALL IN TO PARTICIPATE IN THE MEETING.

AGENDA

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.
Two (2) minutes are allowed for each item.

1. **Call to order – Rick Velasquez/Gevork Simdjian**
2. **INFORMATIONAL ITEM(S):**
(5 minutes)
 - A) Board Letter:
APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S LEGACY SYSTEM MODERNIZATION FUND FOR THE IMPLEMENTATION OF AN ENTERPRISE ADVOCACY CASE MANAGEMENT SYSTEM
DHR – Roozan Zarifian, Departmental Chief Information Officer

CONTINUED ON PAGE 2

- B) Board Letter:
APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION TECHNOLOGY FUND FOR THE IMPLEMENTATION OF COUNTYWIDE HIRING OPERATIONS DASHBOARDS PROJECT
DHR – Roozan Zarifian, Departmental Chief Information Officer
- C) Board Letter:
APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION TECHNOLOGY FUND FOR THE IMPLEMENTATION OF COUNTYWIDE TEMPORARY SERVICES REGISTRY SYSTEM
DHR – Roozan Zarifian, Departmental Chief Information Officer
- D) Board Letter:
APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION TECHNOLOGY FUND FOR THE IMPLEMENTATION OF AN ENTERPRISE FAIR CHANCE SYSTEM
DHR – Roozan Zarifian, Departmental Chief Information Officer
- E) Board Letter:
DEFERRED MAINTENANCE PROGRAM SERVICES PHASE III
APPROVE AND AUTHORIZE THE EXECUTION OF SUPPLEMENTAL SERVICES AGREEMENT 3 FOR STAFF AUGMENTATION AND DATABASE ENHANCEMENT
CEO/CP – Amir Alam, CEO Manager and
Richard Beltran, Principal Analyst

3. **PRESENTATION/DISCUSSION ITEMS:**

None available.

4. **Public Comment**
(2 minutes each speaker)

5. **Adjournment**

FUTURE AGENDA TOPICS

CALENDAR LOOKAHEAD:

TTC – APPROVAL TO DELEGATE AUTHORITY TO AMEND CONTRACT NO. 78831 WITH FAIRFAX IMAGING, INC.

CONTINUED ON PAGE 3

DHR – AMENDMENT TO CONTRACT FOR SHORT-TERM DISABILITY,
LONG-TERM DISABILITY AND SURVIVOR BENEFITS THIRD-PARTY
ADMINISTRATION SERVICES

DHR – AMENDMENTS TO MASTER AGREEMENT FOR OCCUPATIONAL
HEALTH MEDICAL EXAMINATIONS, AND AMENDMENT TO MASTER
AGREEMENT FOR OCCUPATIONAL HEALTH MOBILE MEDICAL
EXAMINATIONS

DHR – AMENDMENT NO. FIVE TO CONTRACT #78079 FOR EMPLOYEE
DRUG AND ALCOHOL TESTING PROGRAM SERVICES ADMINISTRATION

CEO/RE – HARBOR-UCLA MEDICAL CENTER CAMPUS OPTION
AGREEMENT AND GROUND LEASES WITH THE LUNDQUIST INSTITUTE
FOR A BIOSCIENCE TECHNOLOGY PARK

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

☒ Board Letter

☐ Board Memo

☐ Other

OPS CLUSTER AGENDA REVIEW DATE	10/14/2020	
BOARD MEETING	11/4/2020	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SUPERVISORIAL DISTRICT AFFECTED	All Districts	
DEPARTMENT	Department of Human Resources	
SUBJECT	Enterprise Advocacy Case Management System	
PROGRAM	N/A	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	None	
COST & FUNDING	Total cost: \$ 300,000	Funding source: FY 2020-21 County's Legacy System Modernization Fund
	TERMS (if applicable):	
	Explanation: ISD services will be used for the development services. Hosting cost will be offset by 1) utilizing existing eAppeals infrastructure hosted at ISD, 2) utilizing existing Documentum software licenses, and 3) elimination of CRM database hosting services.	
PURPOSE OF REQUEST	DHR's Advocacy case information is maintained in two disparate systems, Microsoft Dynamics CRM 2011 and Goldmine – a client -server based application that was last updated in 2005. The County's CRM software version and Goldmine have reached end of life. Without adequate maintenance support and product updates, both have become less secure over time and are likely to fail. If Goldmine fails, nearly twenty years of civil service and employee relations case information will be lost. Additionally, a modern unified system will ensure that cases are securely managed, improve inter-agency communication and enhance business operations through automated processes and reporting.	
BACKGROUND (include internal/external issues that may exist)	Since CRM and Goldmine provide different functionalities, DHR is required to enter information into both systems. As a result, it is difficult to maintain case information and avoid duplicate data entry. Furthermore, the current manual process of collecting, reviewing, entering and sharing information poses many challenges and inefficiencies: Common business processes such as reviews or approvals are done outside of the system, CRM and Goldmine are not integrated with key HR systems. Therefore, staff spend considerable time researching information and entering data that is already available in other systems, and Information is scattered across multiple systems, emails, and paper documents. Consequently, reporting and information sharing is a challenge and creates security risks.	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Roozan zarifian, Departmental Chief Information Officer • (213) 974.2302, rzarifian@hr.lacounty.gov 	



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

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November 4, 2020

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 TO UTILIZE FUNDS FROM THE COUNTY'S LEGACY SYSTEM
MODERNIZATION FUND FOR THE IMPLEMENTATION OF AN ENTERPRISE
ADVOCACY CASE MANAGEMENT SYSTEM
ALL DISTRICTS
3 VOTES**

CIO RECOMMENDATION: APPROVED [X]

SUBJECT:

The Department of Human Resources (DHR) is requesting Board approval and authorization to utilize \$300,000 from the County's Legacy System Modernization Fund to develop and implement an enterprise advocacy case management system.

IT IS RECOMMENDED THAT YOUR BOARD:

Approve and authorize the use of \$300,000 from the County's Legacy System Modernization Fund to develop and implement an enterprise advocacy case management system. The solution will serve all County departments and will be centrally managed by DHR.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

The County's Legacy System Modernization Fund was established to fund replacement of legacy systems with modern technology that improves the delivery of services to the public, generates operational improvements to one or more departments or programs, and improves inter-departmental or inter-agency collaboration.

To Enrich Lives Through Effective and Caring Service

DHR's current advocacy case information is maintained in two disparate systems, Microsoft Dynamics CRM 2011 and Goldmine - a client-server application that was last updated in 2005. The County's CRM software version and Goldmine have reached end of life. Without adequate maintenance support and product updates, both systems have become less secure over time and are likely to fail. If Goldmine fails, nearly twenty years of civil service and employee relations case information will be lost.

Currently, when an appeal or grievance is filed with the Civil Service Commission (CSC) or Employee Relations Commission (ERCOM), DHR is notified to represent the County department. DHR is responsible for approximately 70% of all CSC cases and an increasing percentage of arbitrations and hearings before ERCOM. Civil Service hearings are concerning discipline (suspensions of six or more days, reductions, and discharges), discretionary matters (examinations appeals – application rejections, Appraisals of Promotability rating from records, etc.) and claims of discrimination. Employee Relations matters include discipline (warnings, reprimands and suspensions of five days or less), and contractual disputes (additional responsibility and advanced degree bonuses).

Since CRM and Goldmine provide different functionalities, DHR is required to enter information into both systems. As a result, it is difficult to manage and maintain case information, and avoid duplicate data entry.

Furthermore, the current manual process of collecting, reviewing, entering and sharing of information poses many challenges and inefficiencies:

1. Workflows are not managed within the application; therefore, common business processes such as case reviews or approvals are done outside of the system.
2. CRM and Goldmine are not integrated with key HR systems. Therefore, staff spend a considerable amount of time researching information from different sources and entering data that is already available in other systems.
3. Information is scattered across multiple systems, emails, electronic and/or paper documents. Consequently, information sharing is a challenge and creates security/privacy risks.
4. Departmental and Countywide dashboards are not available to provide metrics for an organization and/or specific process.

IMPLEMENTATION OF STRATEGIC PLAN GOALS:

The recommended actions support the County's Strategic Plan Goal Number 3, Realize Tomorrow's Government Today. By implementing technological business solutions to enable County departments to meet their core mission, transform how we share information, and protect the privacy of individuals.

A modern and integrated system will ensure that cases are securely managed, improve inter-agency communication and enhance business operations through automated processes and reporting.

FISCAL IMPACT/FINANCING:

This request is to obtain authorization to utilize \$300,000 in one-time funding from the County's Legacy System Modernization Fund for professional services to develop and implement an enterprise advocacy case management system, to approve a Fiscal Year 2020-21 appropriation adjustment in the Legacy Modernization Fund to reallocate \$300,000 from Services and Supplies (S&S) to Other Financing Uses, and to increase DHR's S&S budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

There are no legal requirements or prohibitions to this recommended action.

Professional services will be provided by the County's Internal Services Department (ISD).

The Chief Information Officer (CIO) reviewed this request and recommends approval. Because the Office of the CIO reviewed and approved the business case for this project and approved the IT Investment Board request, no formal CIO Analysis is required.

IMPACT ON CURRENT SERVICES (OR PROJECTS):

The new enterprise advocacy case management system will be developed on the County's Electronic Appeals Management System (eAppeals) Documentum platform hosted in the County Data Center. Having a single consolidated platform for appeals and advocacy will significantly reduce system support and maintenance costs.

Additionally, the new system will provide the following benefits:

- Eliminate dual data entry, thereby increase productivity and provide consistency.
- Provide automated approvals, email notifications, and reminders.
- Enable automated workflow processes that route cases and documents along various contact points.
- Provide seamless integration with key County enterprise applications (e.g. e-HR, Neogov), thereby streamlining the capture of information.
- Allow for data driven decision making through automated dashboards and reports.
- Provide better analytics, as case information will be shared across functions.
- Safeguard information from unauthorized access.

A robust and functional system will also provide collaboration and sharing of information between County departments.

CONCLUSION:

Board approval of the recommended action will enable the County to improve overall effectiveness and operational efficiency. A modern enterprise advocacy case management system will ensure that cases are more easily managed, improve communication with client departments, streamline common business processes, and enable strategic decision-making regarding types and outcomes associated with appealed cases.

Should you have any questions, please contact Roozan Zarifian, Departmental Chief Information Officer, at (213) 974-2302.

Respectfully submitted,

LISA M. GARRETT
Director of Personnel

Reviewed By:
WILLIAM S. KEHOE
Chief Information Officer

c: Executive Officer, Board of Supervisors
Chief Executive Office
Chief Information Officer

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

☒ Board Letter

☐ Board Memo

☐ Other

OPS CLUSTER AGENDA REVIEW DATE	10/14/2020	
BOARD MEETING	11/4/2020	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SUPERVISORIAL DISTRICT AFFECTED	All Districts	
DEPARTMENT	Department of Human Resources	
SUBJECT	Enterprise Operations Hiring Dashboards	
PROGRAM	N/A	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	None	
COST & FUNDING	Total cost: \$ 475,000	Funding source: FY 2020-21 Information Technology Fund (ITF)
	TERMS (if applicable):	
	Explanation: \$ 475,000 in one-time funding from the ITF for professional services to develop and implement enterprise Operations Hiring Dashboards. DHR will leverage the cloud-based enterprise MS Office 365 Power BI technologies to reduce investments in software and on-premise hardware. On-going hosting, maintenance and support will be covered by DHR's operational budget.	
PURPOSE OF REQUEST	The dashboards will allow the County to reduce time-to-hire for County positions by gaining deeper insights into the recruitment, selection and hiring processes; empower the sharing and collaboration of data among organizations; better meet its recruitment and selection needs by tracking the speed with which candidates move through the process; and provide the Board quarterly metrics on average time-to-hire.	
BACKGROUND (include internal/external issues that may exist)	Each year, the County receives more than 400,000 applications for job opportunities. Currently, DHR conducts high level data analysis manually using excel and other disparate tools. The data itself is limited, difficult to obtain, and analyze. In addition, this process is labor intensive, inefficient, inconsistent and prone to human error. Without hiring metrics, the County is unable to get a clear picture of where the bottlenecks are in the hiring process, and make changes that will enhance and improve the experience of potential job seekers and improve the timeliness of securing highly qualified County personnel at all employment levels.	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Roozan Zarifian, Departmental Chief Information Officer • (213) 974.2302, rzarifian@hr.lacounty.gov 	



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November 4, 2020

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 TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION
TECHNOLOGY FUND FOR THE IMPLEMENTATION OF COUNTYWIDE
HIRING OPERATIONS DASHBOARDS PROJECT
ALL DISTRICTS
3 VOTES**

CIO RECOMMENDATION: APPROVED [X]

SUBJECT:

The Department of Human Resources (DHR) is requesting Board approval and authorization to utilize \$475,000 from the County's Information Technology Fund to develop and implement Countywide Hiring Operations (including Time-to-Hire) Business Intelligence dashboards.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of \$475,000 from the County's Information Technology Fund (ITF) to implement Countywide Hiring Operations Business Intelligence dashboards. The solution will serve all County departments and will be centrally managed by DHR.
2. Delegate authority to DHR to execute a Work Order, licensing agreements, and subsequent Change Notices for goods and/or services requested by the County.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

The ITF was established to fund innovative and enterprise Countywide technology projects that improve the delivery of services to the public, generate operational improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

On October 9, 2018, your Board passed a motion to improve the County's hiring process, which includes providing quarterly metrics on countywide exam processing and the average time-to-hire.

Hiring is a complex activity with many complicated factors, from the type of examination, to number of exam hurdles, to position/classification and more.

DHR has led a year-long effort to study the hiring process across the County and to produce relevant operational metrics around hiring, including time-to-hire and other data for each Department. The data has included all aspects of the hiring process including examination, list management, hiring interviews, background/reference checks, live scans, and on-boarding processes.

Each year, the County receives more than 400,000 applications for job opportunities. Currently, DHR conducts high level data analysis manually using Excel and other disparate tools. The data itself is limited, difficult to obtain, and analyze. In addition, this process is labor intensive, inefficient, inconsistent, and prone to human error.

Without hiring metrics, the County is unable to form the basis for data driven decision making to enact changes in hiring processes to:

- Reduce time-to-hire for County positions
- Enhance the experience of applicants and potential candidates
- Align its hiring processes with best practices to better compete with public, private and non-profit organizations
- Better meet recruitment and selection needs

Business Intelligence dashboards are needed to analyze the hiring process in order to get a clear picture of where the bottlenecks are and track the speed with which candidates move through the process.

Additionally, dashboards are needed to assist the County to innovate and make changes that will enhance and improve the experience of potential job seekers, and improve the timeliness of securing highly qualified County personnel at all employment levels.

Lastly, dashboards are needed to capture hiring data from multiple enterprise systems and analyze the data in a manner that is conducive to reporting.

IMPLEMENTATION OF STRATEGIC PLAN GOALS:

The recommended actions support the County's Strategic Plan Goal Number 3, Realize Tomorrow's Government Today. By implementing technological business solutions to enable County departments to meet their core mission, transform how we share information, create efficiencies, and protect the privacy of individuals.

FISCAL IMPACT/FINANCING:

This request is to obtain authorization to utilize \$475,000 in one-time funding from the ITF for professional services to develop and implement Countywide Business Intelligence dashboards, and to approve a Fiscal Year 2020-21 appropriation adjustment in the ITF to reallocate \$475,000 from Services and Supplies (S&S) to Other Financing Uses, and to increase DHR's S&S budget.

DHR will leverage the cloud-based enterprise Microsoft Office 365 Power BI technologies to reduce investments in software and on-premise hardware, and provide departments easy access to dashboards.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

There are no legal requirements or prohibitions to this recommended action. Professional services will be solicited using the County's Enterprise Services Master Agreement, which was approved by the Board in February 2016 and is administered by ISD.

The Chief Information Officer (CIO) reviewed this request and recommends approval. Because the Office of the CIO reviewed and approved the business case for this project and approved the IT Investment Board request, no formal CIO Analysis is required.

IMPACT ON CURRENT SERVICES (OR PROJECTS):

The Business Intelligence dashboards will provide the following benefits:

- Enable the County to reduce time-to-hire for County positions by gaining deeper insights into the recruitment, selection and hiring processes.
- Allow the County to innovate and make changes that will enhance and improve the experience of applicants and potential job seekers.
- Allow County departments to better meet their recruitment and selection needs by tracking the speed with which candidates move through the process.
- Improve the timeliness of securing highly qualified and diverse County personnel at all level of employment.

- Allow the County to align its hiring processes with best practices to better compete with public, private, and non-profit organizations.
- Empower the sharing and collaboration of data among organizations.
- Provide the Board quarterly metrics on average time-to-hire.

CONCLUSION:

Board approval of the recommended action will enable the County to gain insights to the hiring process. By implementing Business Intelligence dashboards, the County can improve operational effectiveness, and customer support associated with hiring.

The dashboards will enable the County to measure, explore, and analyze the hiring process and formulate information-driven strategies to enhance and improve the experience of potential job seekers.

Should you have any questions, please contact Roozan Zarifian, Chief Information Officer, at (213) 974-2302.

Respectfully submitted,

LISA M. GARRETT
Director of Personnel

Reviewed By:
WILLIAM S. KEHOE
Chief Information Officer

c: Executive Officer, Board of Supervisors
Chief Executive Office
Chief Information Officer

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

☒ Board Letter

☐ Board Memo

☐ Other

OPS CLUSTER AGENDA REVIEW DATE	10/14/2020	
BOARD MEETING	11/4/2020	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SUPERVISORIAL DISTRICT AFFECTED	All Districts	
DEPARTMENT	Department of Human Resources	
SUBJECT	Enterprise Temporary Service Registry (TempLA) System	
PROGRAM	N/A	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	None	
COST & FUNDING	Total cost: \$ 450,000	Funding source: FY 2020-21 Information Technology Fund (ITF)
	TERMS (if applicable):	
	Explanation: \$ 450,000 in one-time funding from the ITF for professional services to develop and implement a Countywide Temporary Services Registry system. DHR will leverage the cloud-based enterprise MS Office 365 technologies to reduce investments in software and on-premise hardware. On-going hosting, maintenance and support will be covered by DHR's operational budget.	
PURPOSE OF REQUEST	Develop and implement a central online Temporary Service Registry system to replace the current labor-intensive manual processes of collecting and maintaining temp employee information with seamless electronic processes. A secure automated system will allow for adequate matching and placement of temp employees into assignments within County departments. It will also create efficiencies in reporting and tracking of outcomes of participants. A functional system will increase staff productivity and provide for mentoring, wrap around services and career development for TempLA participants.	
BACKGROUND (include internal/external issues that may exist)	DHR staff spend a vast amount of time managing temp employee information. They are required to look for supporting documentation, then manually enter information into spreadsheets and paper folders. This not only consumes a large amount of staff time, but also lends to inconsistencies in data entry, inaccuracies in reporting and inadequate matching and replacement of temp employees into assignments within County departments. Since information is scattered across spreadsheets and paper documents, information sharing is a challenge and creates a security/privacy risk. The current manual processes significantly impacts business processes.	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> Roozan Zarifian, Departmental Chief Information Officer (213) 974.2302, rzarifian@hr.lacounty.gov 	



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

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November 4, 2020

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
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Dear Supervisors:

**APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION
TECHNOLOGY FUND FOR THE IMPLEMENTATION OF
COUNTYWIDE TEMPORARY SERVICES REGISTRY SYSTEM
ALL DISTRICTS
3 VOTES)**

CIO RECOMMENDATION: APPROVED [X]

SUBJECT:

The Department of Human Resources (DHR) is requesting Board approval and authorization to utilize \$450,000 in one-time funding from the County's Information Technology Fund (ITF) to implement a Temporary Services Registry (TempLA) system. The solution will serve all County departments and will be centrally managed by DHR.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of \$450,000 in one-time funding from the County's ITF to develop and implement a countywide Temporary Services Registry system.
2. Delegate authority to DHR to execute a Work Orders, licensing agreements and subsequent Change Notices for goods and/or services requested by the County.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

The ITF was established to fund innovative and enterprise Countywide technology projects that improve the delivery of services to the public, generate operational

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improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

On April 1, 2017, the County of Los Angeles opened doors to the Temporary Services Registry Program, also known as TempLA. TempLA provides contract clerical services for participating departments. TempLA was created to help low-income local residents overcome workforce barriers and provide on-the-job work experience and soft skills training to temporary employees.

In May 2019, your Board adopted a motion to implement TempLA as a permanent County program enabling all County departments to utilize the services of TempLA. To date, 191 individuals have been provided gainful employment through this dynamic program, and 62 individuals have found permanent work in County departments as a result of TempLA.

DHR is required to track and report on multiple criteria that measure the success of TempLA, including but not limited to, number of participants in the registry, number transitioned to permanent employment, number hired by participating departments, Board District residence, race, age, language history (i.e. English as a second language), level of education (currently in high school/college or a high school/college graduate), homeless or formerly homeless, current or former foster youth, veteran status, employment status, GAIN/GROW participant, disabled, justice involved, and whether or not participants live in a Tier 2 zip code (200% below the poverty level). Additionally, work assignment, assignment length, department, work location, and completion date of two-year term with TempLA also require tracking. Lastly, TempLA requires a database that will track participant's general information such as contact information (e.g. phone number, email, and mailing address), mandatory training completion status, and career trajectory.

Limited staffing to manage and track these important program criteria and the current manual process of collecting, reviewing, entering, and sharing of information pose many challenges and inefficiencies:

1. DHR employees spend a vast amount of time managing and maintaining information. Staff are required to search for or request supporting documentation, review, and manually enter information into spreadsheets and paper folders. This not only consumes a large amount of time, but also lends to inconsistencies in data entry, inaccuracies in reporting, and inadequate matching and placement of program participants into assignments within County departments.
2. Challenges with information sharing and security/privacy risks are incurred due to sensitive information being dispersed across various spreadsheets and paper folders.

3. The high number of manual processes and lack of automation significantly impact business processes. As a result, TempLA is unable to engage in providing mentoring and wrap around services for participants as needed.

The implementation of the system will free staff to provide additional development opportunities to the participants, furthering TempLA's impact and value to both the at-risk individuals it supports and the departments utilizing this program.

Without an automated platform to serve as the central repository for TempLA participant data, the tracking and maintenance of metrics becomes increasingly difficult to produce and analyze. Additionally, TempLA has developed an Intermediate Clerk examination for program participants as part of the career pathway wherein similar metrics to those established above must be tracked and analyzed. Thus, creation of the automated platform will provide TempLA staff the opportunity to focus on improving other aspects of the participant experience. This would include implementation of wrap around services such as mentoring and career development, and the ability to further grow the program despite an increase in the volume of information being tracked. Currently, TempLA staff are required to pull program information from several sources to compile regularly requested comprehensive program reports and summaries for stakeholders. Furthermore, when requests for expeditious delivery of data are made, staff are unable to swiftly generate reports based on specific data fields, and must resort to tedious and time consuming manipulation of other documents (i.e. Excel spreadsheets and tracking documents) in order to obtain the necessary information requested.

IMPLEMENTATION OF STRATEGIC PLAN GOALS:

The recommended actions support the County's Strategic Plan Goal Number 3, Realize Tomorrow's Government Today by implementing technological business solutions to enable County departments to meet their core mission, transform how we share information, create efficiencies, and protect the privacy of individuals.

This secure automated platform will streamline the time required to manage and coordinate common business processes, such as capturing, tracking, and sharing of TempLA participant's information.

FISCAL IMPACT/FINANCING:

This request is to obtain authorization to utilize \$450,000 in one-time funding from the ITF for professional services to assist with implementation of Countywide Temporary Services Registry system, and to approve a Fiscal Year 2020-21 appropriation adjustment in the ITF to reallocate \$450,000 from Services and Supplies (S&S) to Other Financing Uses, and to increase DHR's S&S budget.

DHR will leverage cloud technology to allow for future growth, web-based interface for applicants, and provide departments' easy access to information.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

There are no legal requirements or prohibitions to this recommended action. Professional services will be solicited using the County's Enterprise Services Master Agreement, approved by the Board in February 2016 and administered by ISD.

The Chief Information Officer (CIO) reviewed this request and recommends approval. Because the Office of the CIO reviewed and approved the business case for this project and approved the IT Investment Board request, no formal CIO Analysis is required.

IMPACT ON CURRENT SERVICES (OR PROJECTS):

A central online Temporary Services Registry system will enable DHR to maintain TempLA employee information in one system and generate reports from one database, rather than multiple reports, spreadsheets, graphs, charts, and tables. This will create efficiencies in the reporting and tracking of outcomes of participants that we serve. Applicant information will be contained in a secure database. The system will provide functionality such as; on-boarding information/process, assignment placement, reporting, and time-sheet approval. This will permit DHR staff to increase productivity and provide for mentoring, wrap around services, and career development for TempLA participants.

A robust and functional system will also provide collaboration and sharing of information between our departments, and adequate matching and placement of temp employees into assignments within County departments.

CONCLUSION:

Board approval of the recommended action will enable the County to transform manual business processes into automated digital processes that is secure, centralized, and collaborative. In addition, the system will enable the County to refine its ability to create career pathways for individuals who face barriers to employment.

Respectfully submitted,

LISA M. GARRETT
Director of Personnel

Reviewed By:
WILLIAM S. KEHOE
Chief Information Officer

c: Executive Office, Board of Supervisors
Chief Executive Office
Chief Information Officer

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

☒ Board Letter

☐ Board Memo

☐ Other

OPS CLUSTER AGENDA REVIEW DATE	10/14/2020	
BOARD MEETING	11/4/2020	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SUPERVISORIAL DISTRICT AFFECTED	All Districts	
DEPARTMENT	Department of Human Resources	
SUBJECT	Enterprise Fair Chance System	
PROGRAM	N/A	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	None	
COST & FUNDING	Total cost: \$ 258,000	Funding source: FY 2020-21 Information Technology Fund (ITF)
	TERMS (if applicable):	
	Explanation: \$ 258,000 in one-time funding from the ITF for professional services from ISD to develop and implement a Countywide Fair Chance system. On-going hosting, maintenance and support will be covered by DHR's operational budget.	
PURPOSE OF REQUEST	Develop and implement an enterprise Fair Chance system for collecting and reporting on aggregated conviction history assessment data. The database will allow for secure access to digital information across County departments and replace the manual processes, thereby streamlining and standardizing the capture, delivery, and reporting of key metrics Countywide. Additionally, it will allow for DHR to conduct countywide audits and data analysis to prevent incomplete assessments and ensure compliance with applicable laws and County policies.	
BACKGROUND (include internal/external issues that may exist)	The County does not have an automated system in place to collect, manage, and report on aggregated conviction history assessment data. Information is scattered across spreadsheets and paper folders. This not only makes information sharing a challenge, it also creates a security/privacy risk. Documents are not safeguarded from unauthorized access. Finally, they are easily misplaced or lost, which makes it impossible to perform timely audits. Additionally, the current manual process is not efficient and does not provide a reliable and electronic method to track job nexus assessments or monitor performance metrics. Without a streamlined process, inefficiencies and redundancies exist.	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Roozan Zarifian, Departmental Chief Information Officer • (213) 974.2302, rzarifian@hr.lacounty.gov 	



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
KENNETH HAHN HALL OF ADMINISTRATION
500 W. TEMPLE STREET, ROOM 579 • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 • FAX (213) 621-0387

BRANCH OFFICE
3333 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90010
(213) 738-2211 • FAX (213) 637-0821

November 4, 2020

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 TO UTILIZE FUNDS FROM THE COUNTY'S INFORMATION
TECHNOLOGY FUND FOR THE IMPLEMENTATION OF
AN ENTERPRISE FAIR CHANCE SYSTEM
ALL DISTRICTS
3 VOTES)**

CIO RECOMMENDATION: APPROVED [X]

SUBJECT:

The Department of Human Resources (DHR) is requesting Board approval and authorization to utilize \$258,000 in one-time funding from the County's Information Technology Fund to develop and implement an enterprise Fair Chance system. The solution will serve all County departments and will be centrally managed by DHR.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of \$258,000 in one-time funding from the County's Information Technology Fund (ITF) to implement an enterprise Fair Chance system.
2. Delegate authority to DHR to execute Work Orders, licensing agreements, and subsequent Change Notices for goods and/or services requested by the County.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

The ITF was established to fund innovative and enterprise Countywide technology projects that improve the delivery of services to the public, generate operational improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

On July 11, 2017, the Board adopted a motion instructing the Director of Personnel, the Chief Executive Officer, the Directors of the Office of Diversion and Re-Entry, Consumer and Business Affairs (DCBA), and Workforce Development, Aging and Community Services (WDACS) to establish and enhance County Fair Chance Ordinance policies to eliminate inappropriate restrictions for potential applicants regarding County employment opportunities due solely to criminal conviction and/or adjudication in the juvenile justice system. The County's Fair Chance Ordinance was implemented on January 16, 2018, providing for the allocation of additional protections and resources for Los Angeles County residents with lived experience. To date, the County has implemented nine of the ten Fair Chance Best Practices identified by the National Employment Law Project.

Each year, the County performs an estimated 6,000 nexus assessments to ensure that individuals with a felony or misdemeanor conviction have a fair opportunity for employment.

Currently, the County does not have an automated system in place to collect, manage, and report on aggregated conviction history assessment data. Information is scattered across spreadsheets and paper folders. This not only makes information sharing a challenge, it also creates a security/privacy risk. Documents are not safeguarded from unauthorized access. Finally, they are easily misplaced or lost, which makes it impossible to perform timely audits.

Additionally, County employees spend a vast amount of time and resources managing and maintaining information. As a result, the hiring cycle for applicants with conviction histories is extended.

Lastly, the current manual process is not efficient and does not provide a reliable and electronic method to track job nexus assessments or monitor performance metrics. Without a streamlined process, inefficiencies and redundancies exist.

By implementing a Fair Chance system, the County will meet all ten Fair Chance Best Practices, further cementing its status as a fair chance employer and leading the community as an Employer of Choice.

IMPLEMENTATION OF STATÉGIC PLAN GOALS:

The recommended actions support the County's Strategic Plan Goal Number 3, Realize Tomorrow's Government Today. By implementing technological business solutions to enable County departments to meet their core missions, transform how we share

information through electronic records, create efficiencies and protect the privacy of individuals.

FISCAL IMPACT/FINANCING:

This request is to obtain authorization to utilize \$258,000 in one-time funding from the ITF for professional services to develop and implement an enterprise Fair Chance system; to approve a Fiscal Year 2020-21 appropriation adjustment in the ITF to reallocate \$258,000 from Services and Supplies (S&S) to Other Financing Uses; and to increase DHR's S&S budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

There are no legal requirements or prohibitions to this recommended action.

Professional services will be provided by the County's Internal Services Department (ISD).

The Chief Information Officer (CIO) reviewed this request and recommends approval. Because the Office of the CIO reviewed and approved the business case for this project and approved the IT Investment Board request, no formal CIO Analysis is required.

IMPACT ON CURRENT SERVICES (OR PROJECTS):

The database will provide the following benefits:

- Enable the County to maintain electronic records for the completion of the individualized conviction history and job nexus evaluations for justice-involved applicants.
- Allow for access to digital information across County departments and replace the current manual processes, thereby streamlining and standardizing the capture, delivery, and reporting of key metrics Countywide.
- Safeguard information from unauthorized access.
- Support timely compliance reviews and trend analysis through automated reports and dashboards.
- Provide DHR the ability to conduct countywide audits and data analysis to prevent incomplete assessments and ensure compliance with applicable laws and County policies.
- Provide a consistent Countywide tool and methodology for all departments.

CONCLUSION:

Board approval of the recommended action will enable the County to implement an enterprise Fair Chance system for collecting and reporting on aggregated conviction history assessment data. Additionally, this new system will enable individual departments and DHR to streamline the time required to manage and coordinate common business processes through an automated electronic platform.

Should you have any questions, please contact Roozan Zarifian, Departmental Chief Information Officer, at (213) 974-2302.

Respectfully submitted,

LISA M. GARRETT
Director of Personnel

Reviewed By:
WILLIAM S. KEHOE
Chief Information Officer

c: Executive Office, Board of Supervisors
Chief Executive Office
Chief Information Officer

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

☒ Board Letter

☐ Board Memo

☐ Other

OPS CLUSTER AGENDA REVIEW DATE	10/14/2020	
BOARD MEETING	10/27/2020	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SUPERVISORIAL DISTRICT AFFECTED	All	
DEPARTMENT	Chief Executive Office	
SUBJECT	Supplemental Services Agreement 3 for Staff Augmentation, Facility Condition Assessments and Database Enhancements	
PROGRAM	Deferred Maintenance Program Services Phase III	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	None	
COST & FUNDING	Total cost: \$4,550,727	Funding source: Extraordinary Maintenance Budget (NCC)
	TERMS (if applicable):	
	Explanation: The supplemental services agreement will be for a period of one year from the date of agreement execution or until the scopes of services are complete, with options for up to one additional year of staff augmentation and up to an additional six months of the facility condition assessments	
PURPOSE OF REQUEST	To support the Facility Reinvestment Program, extend staff augmentation services for Deferred Maintenance Program Management services, Building condition assessments and deployment of County-requested enhancements to the Strategic Asset Management System (SAMS) database.	
BACKGROUND (include internal/external issues that may exist)	Supplemental Agreement is recommended to adapt the SAM database system with workflow processes recommended by ISD and CEO in assessing the condition and value of County capital assets as well as determining the asset dispositions and strategically selecting and implementing projects to extend their useful life or to guide decisions for capital and master plans. Staff support and assessment teams will provide program management support and assist the County in updating building condition data.	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Amir Alam, Manager, CEO aalam@ceo.lacounty.gov • Richard Beltran, Principal Analyst, CEO 213-893-7840 rbeltran@ceo.lacounty.gov 	



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

FESIA A. DAVENPORT
Acting Chief Executive Officer

Board of Supervisors
HILDA L. SOLIS
First District

MARK RIDLEY-THOMAS
Second District

SHEILA KUEHL
Third District

JANICE HAHN
Fourth District

KATHRYN BARGER
Fifth District

October 27, 2020

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:

**DEFERRED MAINTENANCE PROGRAM SERVICES PHASE III
APPROVE AND AUTHORIZE THE EXECUTION OF
SUPPLEMENTAL SERVICES AGREEMENT 3 FOR STAFF AUGMENTATION AND
DATABASE ENHANCEMENT
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

Approval of the recommended actions will authorize the execution of a Supplemental Services Agreement with AECOM Technical Services, Inc., to perform staff augmentation and enhancements to the Strategic Asset Management database system.

IT IS RECOMMENDED THAT THE BOARD:

1. Find that the recommended actions to authorize a Supplemental Services Agreement 3 with AECOM Technical Services, Inc., do not meet the definition of a project under the California Environmental Quality Act for the reasons stated in this Board letter and in the record of the proposed activity.
2. Approve and delegate authority to the Acting Chief Executive Officer, or her designee, to execute Supplemental Services Agreement 3 with AECOM Technical Services, Inc. to provide deferred maintenance program management services staff augmentation for one year, with the option to extend the services for up to one additional year, facility condition assessments and for enhancements to the Strategic Asset Management database system, for a not-to-exceed amount of \$4,550,727.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the recommended actions will delegate authority to the Acting Chief Executive Officer (CEO) to execute a Supplemental Services Agreement with AECOM Technical Services, Inc., (AECOM) to make modifications to the Strategic Asset Management System (SAMS) database; extend the term of program management staff augmentation services for one year, with an option for one additional year; and provide a facility condition assessment (FCA) team to support ISD's FCA Team with the first reassessment cycle since the initial assessments. The Supplemental Services Agreement is for a not-to-exceed amount of \$4,550,727, increasing the maximum agreement amount from \$15,698,000 to \$20,248,727. The proposed scope of work is included in the proposal, dated September 21, 2020 (Attachment A).

The modifications to SAMS will increase efficiency and productivity in facility condition assessment (FCA) surveys, project development, and prioritization of projects to be recommended to be delivered through the Facility Reinvestment Program (FRP). The extension of staff augmentation for program management will support aligning SAMS functionality with ISD's workflows and practices used to assess facilities, and to develop and prioritize projects. Please see the FRP fact sheet (Attachment B) for status and brief history.

Project Background

The SAMS database is an asset management tool that AECOM began developing in 2014 to track and report the condition of County facilities, to support the County's efforts to assess and address deferred maintenance and to mitigate extraordinary maintenance. Since its inception it has become a central tool in the County-wide strategic management of its capital assets. The SAMS is providing the data that supports the prioritization and strategic selection of the highest priority projects for the FRP, it informs Master Planning of facility condition and building lifecycles and an interactive interface that projects cost estimates over scalable durations of time facilitates Capital planning.

As the development of SAMS progressed, the factors for the prioritization of projects have become more sophisticated by considering the consequences of failure to ensure the County's assets that are most vital to the wellbeing of its constituents are the highest priority. In addition, the assessment of deterioration has become more nuanced by factoring environmental conditions that affect the lifecycles of building systems to more accurately predict and address a system before it fails.

The agreement to be amended with the Board's approval is the second of two agreements with AECOM for deferred maintenance program management services, which included facility condition assessments for all County-owned facilities in two phases and the development of the SAMS database. The first agreement included assessments of all

County-owned facilities, excluding Health Services and Sheriff facilities. The second agreement included assessments of Health Services and Sheriff facilities and is the agreement which the actions herein will amend.

Agreement Background

In August 2016, the Department of Public Works (DPW) released a Request for Proposals (RFP) for facility condition assessment services for facilities of the Departments of Health Services (DHS) and Sheriff. On April 11, 2017, the Board authorized the CEO to execute a consultant services agreement with AECOM for an amount not-to-exceed \$14,822,641 to survey and assess the condition of 656 County-owned and County-maintained Sheriff and DHS facilities and surface parking lots, totaling approximately 22.4 million square feet; update the Asset Management Database for the County Deferred Maintenance Program; and perform facility condition assessments on newly-acquired or constructed County-owned and/or County-maintained facilities.

On February 19, 2019, the Board approved a Supplemental Services Agreement No. 1 for the assessment of newly found buildings for an additional \$444,714, increasing the net total not-to-exceed contract value to \$15,267,355. The change in scope consisted of a net increase of 155 additional undocumented buildings and surface parking lots, totaling approximately 2.3 million additional square feet.

On January 7, 2020, the Board approved a Supplemental Services Agreement No. 2 to increase the Phase III Assessments scope of work to restore the contract capacity to perform the facility condition assessments, data collection, and review for the 1,121,929 square foot MCJ facility for a not-to-exceed amount of \$430,645, increasing the maximum, not-to-exceed amount of the agreement from \$15,267,335 to \$15,698,000.

Recommended Supplemental Agreement No. 3

The proposed scope of work will increase productivity and accuracy in the tools, processes and resulting data that culminate in the reports that guide decisions for strategic asset management. The scope of work includes technical changes to the SAMS database that add more dimension to facility and project data; technical user enhancements to improve access/reference information that will streamline assessment and project planning processes; and continued technical program management support in training County technical users, and the implementation of the subject improvements.

SAMS Technical User Improvements

Technical user improvements will increase accuracy in building value estimates or present replacement values and for deficiency and system replacement project cost estimates. One improvement will increase the flexibility in recording asset attributes, to

allow an assessor or project developer apply different metrics that will translate into improved accuracy in asset value and project cost estimates; another technical improvement will add new identifiers to projects and systems, such as project “ownership”, funding status and project implementation group (cohort), that will streamline the project development and selection process for the FRP and will add more dimensions to queries and expand options for more types of status reports.

User Enhancements

These enhancements will include improvements to project development reports by sorting them in priority order and to provide more options to download and/or print according to a user’s selection. Other changes include a notification page to alert user of new features and updates, as well as noting deployed changes in condition, consequence and costing factors. For the capital planning interface, the improvements will provide more granularity for planning project phases to improve cash flow estimates and align them with the fiscal calendar and to include post planning levels of approval, from project development to Board approval.

Facility Condition Assessment Support

AECOM will provide an additional FCA team for six months, with an option for up to an additional six months, to support ISD’s FCA Team’s implementation of the first cycle of reassessing all County-owned facilities, since the initial assessments performed by AECOM beginning in 2014. AECOM will advise and assist the ISD FCA Teams and perform some of the assessments independently, as-needed until the ISD Teams can ensure the cycle can be completed in five-year intervals, as best management practices recommend.

Program Management Staff Augmentation

The Chief Executive Office - Asset Management Branch (CEO-AMB) recommends extending AECOM’s deferred maintenance program management services to support the CEO and ISD with implementing the changes to the SAMS database and related deferred maintenance program management challenges.

ISD and CEO staff resources are stretched while concurrently managing the implementation and delivery of 242 projects of the FRP and coordinating regular focus group meetings to share and document experiences using SAMS and to discuss how to resolve various workflow or technical issues, including those that require modifications to SAMS. AECOM’s presence at these meetings to analyze the issues and recommend options to reconcile the technical consequences and challenges of enacting the changes to SAMS has been essential in maintaining timely progress in fine tuning SAMS’

functionality. AECOM's technical expertise has expedited many solutions to various workflow and reporting challenges.

The proposed services include one full-time Program Manager facilitating increased department collaboration, leading and participating in special initiative projects and training curriculum and workshops. The proposal also includes part time hours of AECOM Project Staff, management and executive support and project coordination for the CEO-AMB. The amendment will extend services for a period of one year from the date of execution, with the option to extend the term for up to one additional year.

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan Goal of Operations Effectiveness/Fiscal Sustainability (Goal 1) through the efforts of repairing and maintaining County facilities to sustain the delivery of County programs and services. The enhancements to the SAM database system are a key element of the County's Strategic Asset Management Plan.

FISCAL IMPACT/FINANCING

The proposed Supplemental Services Agreement with AECOM will be for a maximum not-to-exceed amount of \$4,550,727 increasing the total not-to-exceed agreement amount from \$15,698,000 to \$20,248,727, for the Phase III Deferred Maintenance Program Management Project.

The proposed Supplemental Services Agreement will be funded with \$4,550,727 in Extraordinary Maintenance net County cost from the FY 2020-21 Extraordinary Maintenance Services and Supplies Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

A standard supplemental agreement will be used and will be reviewed and approved as to form by County Counsel.

The proposed Supplemental Services Agreement 3 will be in full compliance with Federal, State, and County regulations. The existing agreement contains the standard terms and conditions supporting the Board's ordinances, policies, and programs.

ENVIRONMENTAL DOCUMENTATION

The recommended action, approval of the proposed Supplemental Services Agreement 3, is not a project pursuant to the California Environmental Quality Act (CEQA) because it is an activity that is excluded from the definition of a project by Section 21065 of the California Public Resources Code and Section 15378(b) of the State CEQA Guidelines.

The activities are an administrative action of government that will not result in direct or indirect physical changes to the environment. The proposed actions include enhancements to the SAM database system, and as such are organizational or administrative activity of the government that will not result in direct or indirect changes to the environment and involve the creation of a government funding mechanism which does not involve commitment to any specific project which may result in a potentially significant physical impact on the environment and which has no adverse impact on the environmental factors. The appropriate environmental documentation, as required under CEQA, will be completed and the Board will be requested to make appropriate CEQA findings, as necessary, when any activities which would constitute a project under CEQA are recommended for approval.

CONTRACTING PROCESS

On April 11, 2017, the Los Angeles County Board of Supervisors authorized the CEO to execute a consultant services agreement with AECOM for an amount not-to-exceed \$14,822,641 to survey and assess the condition of 656 County-owned and County-maintained Sheriff and Health Services facilities and surface parking lots. Approval of the proposed Supplemental Services Agreement 3 will increase the scope of work for the Phase III Facility Condition Assessment Agreement, which was competitively solicited, utilizing the RFP process.

The Community Business Enterprises participation data and three-year contracting history for AECOM is on file with Public Works.

Public Works has evaluated and determined that the Los Angeles County Code Chapter 2.201 (Living Wage Program) does not apply to the recommended contract.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

There will be no impact on current County services or projects as a result of authorizing the recommended supplement. The supplement to the consultant services agreement will provide for critical enhancements to the SAM database system to assist the County in managing the County-wide Deferred Maintenance Program in an efficient and cost-effective manner.

The Honorable Board of Supervisors
October 27, 2020
Page 7

CONCLUSION

Please return one adopted copy of this Board letter to the Chief Executive Office, Capital Programs Division.

Respectfully submitted,

FESIA A. DAVENPORT
Acting Chief Executive Officer

FAD:JN:DPH
BMB:AMA:RB:ns

Enclosures

c: Executive Office, Board of Supervisors
County Counsel
Sheriff
Internal Services
Public Works

DRAFT – Phase III Supplemental Agreement No. 3

AGREEMENT FOR CONSULTANT SERVICES BY AND BETWEEN THE COUNTY OF LOS ANGELES AND AECOM TECHNICAL SERVICES, INC. FOR THE FACILITY CONDITION ASSESSMENTS AND PROJECT DEVELOPMENT OF DEFERRED MAINTENANCE PROGRAM MANAGEMENT SERVICES

This Phase III Supplemental Amendment No. 3 ("Amendment"), made and entered into this day, _____ of October 2020 amends the existing Consultant Services Agreement, executed on July 05, 2017 (the "Agreement"), by and between the County of Los Angeles, a body corporate and politic ("COUNTY") and AECOM TECHNICAL SERVICES, INC. ("CONSULTANT"). All defined terms (generally, the capitalized terms) used in this Amendment will have the same meaning as such terms have been given in the Agreement, unless a different meaning is expressly given to any such terms in this Amendment.

WHEREAS, on April 11, 2017, the Los Angeles County Board of Supervisors ("Board") authorized the Chief Executive Officer (CEO) to execute the Agreement with the CONSULTANT for an amount not-to-exceed \$14,822,641.00 to perform: Phase III Building Condition Assessments (Phase III Assessments) including the survey and assessment of the condition of 656 County-owned and County-maintained Sheriff and Health Services facilities and surface parking lots, totaling approximately 22.4 million square feet; updating the Asset Management Database System for the County Deferred Maintenance Program; performing facility condition assessments on newly acquired or constructed County-owned and/or County-maintained facilities; and

WHEREAS, on February 19, 2019, the COUNTY entered into Supplemental Agreement Number 1 with the CONSULTANT which included the deletion of Men's Central Jail assessments, due to plans to demolish the facility and develop a Mental Health Treatment Center, and the addition of newly-found building assessments for a net increase of \$444,714, increasing the total not-too-exceed contract value to \$15,267,355; and

WHEREAS, on August 13, 2019, the COUNTY, in order to explore alternatives, withdrew plans to develop a Mental Health Treatment Center at the Men's Central Jail; and

WHEREAS, the COUNTY, being committed to maintaining accurate and complete current facility condition, building system life data and deferred maintenance project cost estimates, now desires that the CONSULTANT conduct a full assessment of the Men's Central Jail Facility; and

WHEREAS, on January 07, 2020, the COUNTY entered into Supplemental Agreement Number 2 with the CONSULTANT which included the restoration of contract capacity to perform the facility condition assessment, data collection, and review of the Men's Central Jail for a net increase of \$430,645, increasing the total not-too-exceed contract value to \$15,698,000; and

WHEREAS, the COUNTY'S request for systems enhancements to the Asset Management Database System for the County Facility Reinvestment Program will streamline facility assessments, cost estimating, and project development and selection by improving reports to foster better project decision making; and

WHEREAS, the COUNTY, during the Phase III assessments, identified several system enhancements to increase productivity by improving the efficiency of the Asset Management Database System with tools and features not included in the current system; and

WHEREAS, the COUNTY'S preparation for the complete transition of roles and responsibilities for the CONSULTANT-developed processes, practices and maintenance of the database system to manage deferred maintenance of County-owned capital assets from CONSULTANT to COUNTY, and has determined that additional program management staff support time is required to knowledgeably and effectively continue the coordination and support of the transition; and

WHEREAS, the COUNTY is committed to maintain current building condition data to accurately prioritize repairs and proactively prevent service interruptions is achieved through timely re-assessments find that temporary support of an as-needed auxiliary facility condition assessment team is required; and

WHEREAS, the COUNTY'S request for program management staff augmentation to support the CEO during execution of the Facility Reinvestment Program (FRP), provide subject matter expertise on industry specific quality processes, support Extraordinary and Deferred Maintenance tasks, and provide facilitation of technical skills training and working sessions for COUNTY and CONSULTANT staff; and

WHEREAS, the CONSULTANT is qualified and willing to perform the systems enhancements, as described in CONSULTANT'S proposal dated August 17, 2020 (EXHIBIT A);

NOW, THEREFORE, the provisions of the Agreement shall remain in full force and effect exempt as amended herein:

1. The Work under 1.1 Exhibit A – Statement of Work of the Agreement is hereby amended to include the Phase III Assessments systems enhancements and staff augmentation, as outlined and described in the attached proposal dated August 17, 2020 (EXHIBIT A). No work shall commence on the systems enhancements or staff augmentation as reflected in EXHIBIT A, until a written Notice to Proceed is issued by the County. County does not guarantee or promise that any work will be assigned to CONSULTANT under this Amendment until a written Notice to Proceed is issued by the County.
2. Paragraph 5.1.1 of the Agreement is hereby amended to increase the maximum, not-to-exceed amount of the Agreement by \$4,550,727 from \$15,698,000 to \$20,248,727. CONSULTANT shall be paid up to 1,761,987, including direct expenses for facility condition assessments; up to \$781,620 for SAMS system enhancements; up to \$1,783,620 for deferred maintenance program management staff augmentation, including direct expenses; and up to \$293,500 for Project Manager and Project Director oversight in the manner set forth in the Agreement and according to the schedule attached to this Amendment as (EXHIBIT A) dated September 21, 2020.

Monthly payments for the systems enhancements for the Phase III Assessments accomplished shall be made upon verification and acceptance of such work and approved by the CEO, as outlined in EXHIBIT A, dated September 21, 2020, up to a maximum, not-to-exceed amount of \$4,550,727. Invoices shall be accompanied by an analysis of work

completed for the invoice period. This analysis shall be prepared in a format satisfactory to the CEO.

3. Paragraph 5.1.1 of the Agreement is hereby amended to include the following language:

The total, not-to-exceed amount of the Agreement is \$20,248,727.

4. Except as expressly modified by this Amendment, all other terms and conditions of the Agreement are and will remain unchanged and in full force and effect throughout the Term. In the event of a conflict between the provisions of this Amendment and those of the Agreement, the provisions of this Amendment will govern over and supersede the provisions of the Agreement.

5. Paragraph is added to the Agreement as follows:

Facsimile/Electronic Representations

The County and the Consultant hereby agree to regard facsimile/electronic representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Agreement, Change Orders and amendments prepared, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to amendments to this Contract, such that the parties need not follow up facsimile/electronic transmissions of such documents with subsequent (non-facsimile/electronic) transmission of "original" versions of such documents. Electronic signatures include facsimile or email electronic signatures. Each executed counterpart shall be deemed an original. All counterparts, taken together, constitute the executed Agreement. The parties hereby acknowledge and agree that electronic records and electronic signatures, as well as facsimile signatures, used in connection with the execution of this Agreement and electronic signatures, facsimile signatures or signatures transmitted by electronic mail in so-called pdf format shall be legal and binding and shall have the same full force and effect as if a paper original of this Agreement had been delivered had been signed using a handwritten signature. Contractor and County (i) agree that an electronic signature, whether digital or encrypted, of a party to this Agreement is intended to authenticate this writing and to have the same force and effect as a manual signature, (ii) intend to be bound by the signatures (whether original, faxed or electronic) on any document sent or delivered by facsimile or, electronic mail, or other electronic means, (iii) are aware that the other party will rely on such signatures, and (iv) hereby waive any defenses to the enforcement of the terms of this Agreement based on the foregoing forms of signature. If this Agreement has been executed by electronic signature, all parties executing this document are expressly consenting under the United States Federal Electronic Signatures in Global and National Commerce Act of 2000 ("E-SIGN") and California Uniform Electronic Transactions Act ("UETA")(Cal. Civ. Code § 1633.1, et seq.), that a signature by fax, email or other electronic means shall constitute an Electronic Signature to an Electronic Record under both E-SIGN and UETA with respect to this specific transaction.

6. Once fully executed by signing below, the Agreement is amended as described herein.

[Signature Page Follows]

IN WITNESS WHEREOF, the County has, by order of its Board of Supervisors, have executed this Amendment, or caused it to be duly executed, and the County of Los Angeles by order of its Board of Supervisors, has caused this Amendment, to be executed on its behalf by the Chief Executive Office, on the day and year first written below:

COUNTY OF LOS ANGELES

AECOM TECHNICAL SERVICES, INC.

By _____
**Acting Chief Executive Office
Fesia A. Davenport**

By _____
**Vice President
Michael Converse**

By _____
**Assistant Secretary
Sarah M. Sabunas**

APPROVED AS TO FORM:

**MARY C. WICKHAM
County Counsel**

By _____
Senior Deputy

September 21, 2020

County of Los Angeles
Chief Executive Office – Capital Programs
Kenneth Hahn Hall of Administration, Room 754
500 W. Temple Street
Los Angeles, CA 90012

Attention: Mr. Richard Beltran

Subject: **County of Los Angeles Deferred Maintenance Program Services Phase 3
Change Order Request #4e –**

Dear Ricky,

The purpose of this Change Order to Contract CP-20A is to provide additional funding for ongoing project support for the Phase 3 program, including labor hours and Other Direct Expenses (ODCs). This change order will increase the total contract value. In November 2019 (Task updated per discussion on May 18, 2020 and June 18, 2020, then again per discussion on August 10, 2020 and September 21, 2020), CEO requested AECOM perform the following tasks as part of Phase 3:

1. SAMS website and iPad application development and support ending August 27, 2021. We estimate these tasks will take approximately 3,600 hours with the follow major items (Any new request will result in additional hours needed. AECOM will coordinate with CEO shall that occurred):

	Item	Description	% of Budget
a	Ownership/Funding Indicators	Ownership/Funding Indicators is a feature for the SAMS System that allows users to make a claim for repair/funding of either a Deficiency, Project, or Asset System and would apply to not only to SAMS, but also to the Capital Planning Tool. This feature provides an indicator of items that have already been approved/funded to be acted upon and allows Planners, ISD, and others to see who is responsible for ensuring it is completed.	5%
b	Excel Report Builder Enhancements and Report Templates	Enhancements for the Excel Report Builder include any and all additional data fields the County requests to be added to the tool. In addition, the client has requested to build out a template function allowing users to save custom Report Templates that include specific filters and data fields to allow for ease of report generation within the Excel Report Builder.	6%
c	PDF Report Updates (Task will perform with IP release)	PDF Report Updates include refinement and updates to the existing PDF reports on the SAM System including the "Building" Detail Report, PRV Report, System Service Life Report, FCI Deterioration Report, Project Development Report, Deficiency Report, Equipment Report, and Pre-assessment Report. This includes reformatting and inclusion of information based on recent updates on the SAM System.	10%
d	User Roles/Rights Updates (Task will perform with IP release)	As discussed with the County, the current User Roles need to be consolidated and reorganized. This includes a streamlining of current User Roles and Access Rights of the current System, as well as providing access and privileges for new features that have been developed in the past year.	5% (Deferred)

e	Uniformat/System Subdivisions	The subdivision of Uniformat/Systems relates to the division of single upper-level Uniformat Classifications of PRV Systems into multiple PRV systems to provide more accurate costing information (ex: Exterior Vertical Enclosures to both Walls and Windows). Because of the cascading impact of these PRV Systems and their costs on the SAM System, a system-wide effort needs to be made to ensure accuracy of information and the effects the subdivision will have on all datasets.	30% (Deferred)
f	Notifications/Updates Page	Currently, all notifications of updates to the SAM System and SAM Survey are made by email to the CEO who then distributes this information to all relevant users. In order to more efficiently communicate when updates and features are deployed, the client has asked to provide a News/Notifications/Updates page as part of the SAM System.	2%
g	Parking Lot Assessment Updates	Parking Lot Assessments currently have a unique workflow from Buildings based on a grid system and random sampling. However, currently, distress reassessment is modeled after the Deficiencies/Equipment reassessment workflow. The Distress reassessment workflow needs to be updated to properly perform a Distress specific reassessment.	7% (Deferred)
h	Cohort/Budget Cycle Data Fields	The County has requested to provide data fields that would indicate if an asset is within a specific Cohort or Budget Cycle. Preliminary mockups have been made and provided to the County to decide upon the direction they would like to take.	3%
i	Workflow Enhancement for PD and Deficiencies (Task will perform with IP release)	Workflow Enhancements for Project Development and Deficiencies largely consist of making the current workflow more efficient based on client and internal feedback. Many of these requests include being able to more easily view and reference data, removing unnecessary steps in the workflow, auto-populating specific data fields, etc.	7%
j	Reassessment Process Enhancement	These are largely requests made by ISD about process. Some of these include Service Life Factor edits, CoF edits, additional data fields, updates and requests for SAM Survey, etc.	13%
k	General Technical Support	General Technical Support relates to any and all miscellaneous requests for help from the County, such as from the Planners, ISD, or any related consultants.	12%

2. Additional development of Capital Planning process and interface.

	Description	Cost
a	Division of Capital Planning Status into sub-statuses (Initial Design, Level 1 Approval, Level 2 Approval, Board Approval) to align with the County's current Capital Planning and Funding workflow.	10%
b	Development of Asset Action/Scenario Refinement. Ability to modify action duration by asset to provide more accurate cost/budget estimates and the ability to overwrite System estimated costs and select/provide justification.	50%
c	Ability to create and adjust Funding Distribution to more accurately calculate Action costs.	20%
d	Integration with Ownership/Funding Indicators in the SAM System after Capital Plan Approval to designate responsibility for Capital Plan progress/funding and Action completion.	20%

3. (Deferred) - 10 In-person SAMS and iPad application trainings for county employees (up to 8 COLA employees in each session)

4. (Deferred) - ISD Shadowing and QA – Task will cover 5 buildings, each approximately 50,000 GSF, for a total of 250,000 square feet.
5. (Optional) - Re-Assessment – Provide AECOM current assessment team to assist ISD re-assessment team once MCJ final assessment is completed, per the request of the CEO office, starting right after the fully execution of the agreement amendment, for a duration of six (6) months, with an optional six (6) months extension. AECOM will work closely with ISD's team for the following:
 - Act as an additional assessment team to the current ISD re-assessment team with 2 architectural assessors, 1 mechanical assessor and 1 electrical assessor.
 - Work with the new ISD scheduler to continue schedule re-assessment, discuss and enhance current process.
 - Provide feedback to ISD re-assessment team.
 - Work with ISD manager to create a re-assessment report back to CEO.
6. Staff Augmentation – The Current Staff Augmentation task is estimated to end by 8/28/2020. The Chief Executive Office (CEO) has requested that AECOM continue to provide Program Management Staff to augment project management and service needs, including but not limited to; project coordination and follow-up, CEO integrated status reporting, facilitating increased department collaboration, leading and participating in special initiative projects, and training curriculum and workshops. This task will continue right after the fully execution of the agreement amendment, for a duration of one (1) year, with an optional one (1) year extension. Below listed the staffing:
 - a. Jennifer Salinas Mores, Program Manager - Jennifer will provide 40 hours a week split between the CEO office and ISD, as required.
 - b. Aspen Arnthors, Project Planner – Aspen will provide 24 hours a week to support the augmentation.
 - c. Simon Wong, Project Manager – Simon will provide up to 12 hours a week in coordination with Jennifer, Aspen and CEO office to provide further assistance and program execution.
 - d. Corinne Stewart, Project Director- Corinne will provide up to 2 hours per week of executive support for the program.
7. Overall Program Management - General project meetings and communications, billing, overall team management, overall project coordination with COLA management. Includes both Project Director and Project Manager hours.
8. Additional Other Direct Expenses related to the three tasks from above.

Below is our request for additional funding:

- | | |
|--|--------------|
| 1. SAMS website and iPad application development and support | |
| • Items 1a through 1k (Items 1d, 1e and 1g deferred until further notice) | \$717,840.00 |
| 2. Additional Development of Capital Planning Process and Interface | |
| • Items 2a through 2d | \$ 63,780.00 |
| 3. SAMS and iPad application training | |
| • Item #3 listed on page 2. (Deferred until further notice) | \$0 |
| 4. ISD Shadowing and QA | |
| • Item #4 listed on page 2. (Deferred until further notice) | \$0 |
| 5. Re-Assessment (Optional) | |
| • Item #5 listed on page 3 (6 months support) | \$842,731.00 |
| • Item #5 – (Additional option for another 6 months support) | \$859,256.00 |
| 6. Staff Augmentation | |
| • Item #6 listed on page 3 (One year) | \$869,420.00 |
| • Item #6 – (Optional extension for one additional year) | \$904,200.00 |

7. Overall Program Management

- Item #7 listed on page 3 (Cost reduced per deferred items) \$203,500.00

8. Additional Other Direct Expenses (ODCs)

- Additional funding for travel. (Cost reduced per deferred items) \$20,000.00
- *Optional services*
Travel expenses— Item 5, 6 months re-assessment) \$30,000.00
Travel expenses— Item 5, additional 6 months re-assessment) \$30,000.00
Travel expenses- Item 6, additional one year extension \$10,000.00

Total changes without Optional services **\$ 1,874,540.00**

Total Optional services **\$ 2,676,187.00**

Total changes including All Optional Services **\$4,550,727.00**

The Contract Value for this project will be changed as follows:

Summary of Revised Contract Value:

(Without Optional Services)

- Original Contract Value \$ 14,822,641.00
- Change Order Request #2 (Dated September 20, 2018) \$ 444,714.10
- Change Order Request #3 (Dated October 1, 2019) \$430,644.90
- Change Order Request #4e (This Letter without Optional services) \$ 1,874,540.00
- **Revised Contract Value** **\$ 17,572,540.00**

(With All Optional Services)

- Original Contract Value \$ 14,822,641.00
- Change Order Request #2 (Dated September 20, 2018) \$ 444,714.10
- Change Order Request #3 (Dated October 1, 2019) \$430,644.90
- Change Order Request #4e (This Letter with All Optional services) \$ 4,550,727.00
- **Revised Contract Value** **\$ 20,248,727.00**

Please review and issue the official Change Order at your earliest convenience.

Yours sincerely,
Corinne Stewart



Principal

cc: Simon Wong, Jennifer Salinas, Charlene Dekker, Michael Converse

Accepted By: Richard Beltr Date: 10/29/2020