



**OPERATIONS CLUSTER
AGENDA REVIEW MEETING**

DATE: June 28, 2023
TIME: 2:00 p.m. – 4:00 p.m.
LOCATION: **TELECONFERENCE CALL-IN NUMBER: 1 (323) 776-6996**
TELECONFERENCE ID: 439827168#

To join via phone, dial 1(323)776-6996, then press 439827168# .

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

[Click here to join the meeting](#)

THIS MEETING WILL CONTINUE TO BE CONDUCTED VIRTUALLY AS PERMITTED UNDER THE BOARD OF SUPERVISORS' FEBRUARY 7, 2023 ORDER SUSPENDING THE APPLICATION OF BOARD POLICY 3.055 UNTIL JUNE 30, 2023

AGENDA

Members of the Public may address the Operations Cluster on any agenda item after all Informational Items are presented.
Two (2) minutes are allowed for each item.

1. **Call To Order – Carlos Arreola/Anthony Baker**
2. **INFORMATIONAL ITEM(S):**
 - A) Board Memo:
ADVANCE NOTIFICATION OF INTENT TO ENTER INTO NEGOTIATIONS FOR A SOLE SOURCE CONTRACT WITH NICE SYSTEMS, INC. TO PROVIDE NETWORKED LOGGING RECORDER SYSTEM MAINTENANCE AND SUPPORT SERVICES
LASD/CIO - Alex Madera, Contracts Manager and
Lt. Mark Stone, Project Manager
 - B) Board Memo:
NOTICE OF INTENT TO NEGOTIATE AND EXECUTE A NEW SOLE SOURCE CONTRACT WITH PANORAMIC SOFTWARE, INC., TO REPLACE THE CLIENT AND ASSET MANAGEMENT SYSTEM
DMH/CIO - Lisa H. Wong, Psy.D., Director,
Connie Draxler, Acting Chief Deputy Director and
Mark Cheng, Acting Chief Information Officer

CONTINUED ON PAGE 2

- C) Board Letter:
APPROVAL OF SOLE SOURCE AMENDMENT NUMBER 10 TO
AGREEMENT NUMBER PH-002200 WITH ACCELA, INC. TO UPGRADE
ENVIRONMENTAL HEALTH PERMIT AND INSPECTION MANAGEMENT
SYSTEM
DPH/CIO - Liza Frias, Director of Environmental Health,
Joshua Bobrowsky, Public Health Director Government Affairs and
Truc L. Moore, Principal Deputy County Counsel

3. **PRESENTATION/DISCUSSION ITEMS:**

- A) CEO/RM - RISK MANAGEMENT INFORMATION SYSTEM (RMIS) ANNUAL
UPDATE

4. **Public Comment**
(2 Minutes Each Speaker)

5. **Adjournment**

FUTURE AGENDA TOPICS

CALENDAR LOOKAHEAD:

- A) LIBRARY/CIO - NOTIFICATION OF INTENT TO ENTER INTO SOLE
SOURCE WITH SIRSIDYNIX CORPORATION, DBA FOR THE LA COUNTY
LIBRARY'S INTEGRATED LIBRARY SYSTEM
- B) CEO CP/ISD - CIVIC CENTER TUNNELS SOFT WATER PIPES
REPLACEMENT PROJECT, CATEGORICAL EXEMPTION, ESTABLISH AND
APPROVE CAPITAL PROJECT NO. 87972 APPROVE PROJECT BUDGET
AND APPROPRIATION ADJUSTMENT AUTHORIZE USE OF JOB ORDER
CONTRACT
- C) DHR - AUTHORIZE THE DEPARTMENT OF HUMAN RESOURCES TO
EMPLOY A RETIRED COUNTY EMPLOYEE ON A TEMPORARY BASIS

**BOARD LETTER/MEMO
CLUSTER FACT SHEET**

Board Letter

Board Memo

Other

CLUSTER AGENDA REVIEW DATE	6/28/2023	
BOARD MEETING DATE	N/A	
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th	
DEPARTMENT(S)	Sheriff's Department	
SUBJECT	Advance notice of intent to enter into negotiations for a sole source contract with NICE Systems, Inc. (NICE)	
PROGRAM	Networked Logging Recorder System (NLRS) Maintenance and Support Services	
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	If Yes, please explain why: NICE does not endorse any third-party to provide support, maintenance, and/or upgrade services to their NLRS technology.	
DEADLINES/ TIME CONSTRAINTS	The current contract expires May 1, 2024.	
COST & FUNDING	Total cost: TBD	Funding source: General Fund/A01
	TERMS (if applicable): Three years, plus four one-year option periods.	
	Explanation:	
PURPOSE OF REQUEST	Approval of a Sole Source contract with NICE for NLRS maintenance and support services for a period of three years, plus four one-year option periods.	
BACKGROUND (include internal/external issues that may exist including any related motions)	The Department's NLRS is critical to patrol operations. The 47 NLRSs located throughout the County are used to capture and archive voice radio transmissions, 9-1-1 emergency calls, and routine calls for service which are frequently used during court proceedings and the Department's internal investigations.	
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:	
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please state which one(s) and explain how: .	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> Alex Madera, Contracts Manager, (213) 229-3276, amadera@lasd.org Lt. Mark Stone, Project Manager, (323) 881-8262, mHStone@lasd.org 	

June XX, 2023

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

Dear Supervisors:

**ADVANCE NOTIFICATION OF INTENT TO ENTER INTO NEGOTIATIONS
FOR A SOLE SOURCE CONTRACT WITH NICE SYSTEMS, INC. TO PROVIDE
NETWORKED LOGGING RECORDER SYSTEM MAINTENANCE AND SUPPORT
SERVICES**

SUBJECT

This letter provides notification to the Board, in accordance with Board Policy 5.100, that the Los Angeles County (County) Sheriff's Department (Department) intends to enter into negotiations for a Sole Source Contract (Contract) with NICE Systems, Inc. (NICE) to provide continued maintenance and support services (Services) for the Department's Networked Logging Recorder System (NLRS), previously known as the Digital Voice Logging Record (DVLN) system rather than pursuing a new solicitation.

PURPOSE

The current agreement with NICE will expire on May 1, 2024. The Department intends to enter into a replacement Contract for a term of three years, plus four one-year option periods, at the County's discretion. The proposed Contract will provide uninterrupted Services that are critical for the operation of the Department's NLRS.

BACKGROUND

The Department owns and operates 47 NLRSs located at facilities throughout the County. These critically necessary machines capture both radio and telephone conversations, including 9-1-1 emergency calls. These recordings are frequently required in criminal and civil court proceedings, as well as Department internal investigations.

On October 18, 2011, the Board approved Agreement Number 77675 (Agreement) with Voice Print International, Inc. (VPI) for a term of three years, with two one-year option periods, plus one additional six-month option period in any increment, for digital voice logging recorder system maintenance and support services.

Amendment Numbers One through Seven to the Agreement were executed to, among other things, extend the term of the Agreement, and memorialize the conversion of VPI to a limited liability company and its acquisition by NICE.

On April 29, 2021, the Sheriff executed Amendment Number Eight to the Agreement which again extended the term of the Agreement for an additional three-year period from May 2, 2021, through May 1, 2024. This extension allowed for continued Services, as well as allowed the Department to engage NICE to implement a complete hardware/software refresh for the Department's NLRS, and provide data integration services and end-user training.

In April 2022, NICE successfully completed the hardware and software refresh for the Department's NLRS.

SOLE SOURCE JUSTIFICATION

NICE is the sole provider of the Department's NLRS. The Department has utilized the present NLRS and its predecessors for over 19 years. The system archives over 36 million recordings per year that can only be retrieved using NICE's proprietary technology. NICE does not train, certify, license, or otherwise endorse any third-party to provide support, maintenance, and/or upgrade services to their proprietary NLRS technology.

In July 2019, the Department published a Request for Information (RFI) to investigate commercial off-the-shelf NLRS. Five vendors responded to the RFI and conducted on-site demonstrations.

It was the Department's original intent to issue a solicitation for a successor contract. After reviewing the information obtained from responses to the RFI, the Department concluded that the refresh offered by NICE was the most viable and responsive solution. The excessive costs and associated risk of implementing a new solution and ongoing support are not in the County's best interest.

In April 2021, as part of Amendment Number Eight to the Agreement, NICE began the implementation of a hardware and software refresh for the NLRS. The refresh has allowed the Department to meet, and in some cases exceed, its business requirements. As a fully-supported NLRS, the Department receives all applicable modern security updates.

The Honorable Board of Supervisors
June XX, 2023
Page 3

The Department's Office of Technology Planning, County Chief Information Office, and County Counsel have reviewed and concurred that this Sole Source approach will continue to provide the Department with the necessary Services.

CONCLUSION

Pursuant to Board policy, the Department will proceed with Sole Source negotiations in four weeks, unless otherwise instructed by the Board.

Should you have any questions, please contact Contracts Manager Alex Madera, Fiscal Administration Bureau, at (213) 229-3276.

Sincerely,

ROBERT G. LUNA
SHERIFF

RGL:JK:jk
(Fiscal Administration Bureau - Contracts Unit)

- c: Board of Supervisors, Justice Deputies
Celia Zavala, Executive Officer, Board of Supervisors
Fesia Davenport, Chief Executive Officer
Sheila Williams, Senior Manager, Chief Executive Office (CEO)
Rene Phillips, Manager, CEO
Jocelyn Ventilacion, Principal Analyst, CEO
Bryan Bell, Budget Analyst, CEO
Dawyn R. Harrison, County Counsel
Elizabeth D. Miller, Chief Legal Advisor, Legal Advisory Unit
Cammy C. DuPont, Principal Deputy County Counsel, Legal Advisory Unit
April L. Tardy, Undersheriff
Jill Torres, Assistant Sheriff, Chief Financial and Administrative Officer (CFAO)
Jason A. Skeen, Chief of Staff
Brian Yanagi, Chief, Technology and Support Division (TSD)
Conrad Meredith, Division Director, Administrative Services Division (ASD)
Glen C. Joe, Assistant Division Director, ASD
Richard F. Martinez, Assistant Division Director, ASD
John P. Burcher, Commander, TSD
David C. Sum, Captain, Communications & Fleet Management Bureau (CFMB)
David E. Culver, Director, Financial Programs Bureau
Rick Cavataio, Director, Fiscal Administration Bureau (FAB)
Angelo Faiella, Assistant Director, FAB
Rene A. Garcia, Lieutenant, ASD
Mark H. Stone, Lieutenant, CFMB
Alex Madera, Administrative Services Manager (ASM) III, FAB, Contracts Unit (CU)
Vanessa C. Chow, Sergeant, ASD
Kristine D. Corrales, Deputy, ASD
Tony Liu, ASMII, FAB, CU
Joanna Kim, ASMI, FAB, CU
(Contracts – NICE 04-05-23)

BOARD LETTER/MEMO CLUSTER FACT SHEET

 Board Letter

 Board Memo

 Other

CLUSTER AGENDA REVIEW DATE	6/28/2023		
BOARD MEETING DATE	TBD		
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th		
DEPARTMENT(S)	Mental Health (DMH)		
SUBJECT	Notice of Intent to negotiate a Sole Source Contract to replace the Client and Asset Management Legacy System.		
PROGRAM	N/A		
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please explain why: To replace DMH/ Public Guardian's (PG) Client and Asset Management Legacy System (CAMS) which has reached end-of-life, mitigating risks associated information security and antiquated technology. This will enable PG to continue accounting for and safeguarding the assets entrusted into their care in accordance with statutory requirements.		
DEADLINES/ TIME CONSTRAINTS			
COST & FUNDING	Total cost:	Funding source:	
	\$250,000 *initial cost \$350,000 **annually	2011 Mental Health Realignment	
	TERMS (if applicable):		
	Explanation: *Includes initial data conversion, training, configuration and system deployment. **Charge estimated at \$28,500/month or \$350,000/annually		
PURPOSE OF REQUEST	To replace the PG CAMS which has reached end-of-life, permitting DMH PG to meet the statutory requirements to account for and safeguard assets.		
BACKGROUND (include internal/external issues that may exist including any related motions)	<p>In 2011, PG and the Public Administrator (PA), a branch of Treasurer and Tax Collector (TTC), began using CAMS which was developed using Oracle technology. The Departments were notified that this legacy system platform has reached end-of-life and will not be supported long-term. The Internal Services Department (ISD) maintains and supports CAMS and was able to procure extended support from Oracle through December 2023. However, Oracle has not committed to extending support beyond that date. The DMH along with TTC explored multiple options before recommending this sole source contract negotiation. TTC issued a Request for Information on October 28, 2021, and sought responses to determine whether an existing off-the-shelf product would meet the operational needs of both PG and PA. After reviewing and testing multiple software solutions, we determined that Panoramic Software, Inc., which currently services 80% of the PA and Public Guardian programs statewide, offered a compatible replacement system to meet the end-of-life deadline of the current CAMS legacy system.</p>		
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:		
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please state which one(s) and explain how:		
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Lisa H. Wong, Psy.D., Director, (213) 947-6670, LWong@dmh.lacounty.gov Connie Draxler, Acting Chief Deputy Director, 213-738-4926, CDraxler@dmh.lacounty.gov . Mark Cheng, Acting Chief Information Officer, (213) 878-0180, MCheng@dmh.lacounty.gov		



DEPARTMENT OF MENTAL HEALTH

hope. recovery. wellbeing.

LISA H. WONG, Psy.D.
Director

Curley L. Bonds, M.D.
Chief Medical Officer

Connie D. Draxler, M.P.A.
Acting Chief Deputy Director

June 28, 2023

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

FROM: Lisa H. Wong, Psy.D.
Director

SUBJECT: **NOTICE OF INTENT TO NEGOTIATE AND EXECUTE A NEW SOLE SOURCE CONTRACT WITH PANORAMIC SOFTWARE, INC., TO REPLACE THE CLIENT AND ASSET MANAGEMENT SYSTEM**

In accordance with the Los Angeles County Board of Supervisors (Board) Policy No. 5.100 (Sole Source Contracts), this notification is to inform you that the Department of Mental Health (DMH) intends to negotiate and execute a sole source contract with Panoramic Software, Inc. (Panoramic), to replace the Public Guardian's (PG) Client and Asset Management System (CAMS) legacy software, which has reached end-of-life.

Following the conclusion of sole source negotiations, DMH will request that your Board approve the execution of a new Contract with Panoramic on a sole source basis, thereafter. The costs to procure Panoramic, which includes initial data conversion, training, and system deployment for Fiscal Year 2023-24 is approximately \$600,000, fully funded by 2011 Mental Health Realignment.

JUSTIFICATION

In 2011, PG and the Public Administrator (PA), a branch of Treasurer and Tax Collector (TTC), began using CAMS which was developed using Oracle technology. The Departments were notified that this legacy platform has reached end-of-life and will not be supported long-term. The Internal Services Department (ISD) maintains and supports CAMS and was able to procure extended support from Oracle through December 2023. However, Oracle has not committed to extending support beyond that date, and any

Each Supervisor
June 28, 2023
Page 2

extension past this date would not be in the County's best interest due to the level of risk associated with antiquated technology and information security. ISD suggested that a viable option was to re-write the CAMS software, however, this option was not feasible due to cost and time constraints for development and implementation of a new custom system before the CAMS end of life deadline.

As such, the decision was made to find a different solution. TTC released a Request for Information (RFI) No. TTC RFI 2021-01 CAMS on October 28, 2021 to explore whether an existing off-the-shelf product could meet the County's operational needs. Two software vendors responded to the RFI, and both Departments participated in reviewing and testing the two software solutions. Consistent with TTC's findings, DMH determined that Panoramic best met its needs. Panoramic is currently offering software solutions to approximately 80% of the PA and PG programs statewide, and although it is anticipated that the PG implementation will be significantly complex, DMH expects to implement the Panoramic software prior to the end-of-life deadline of the current CAMS legacy system. In order to ensure that PG is best positioned to account for and safeguard the assets entrusted into their care, and manage cases in accordance with statutory requirements, DMH recommends entering into a sole source contract with Panoramic.

NOTIFICATION TIMELINE

Pursuant to Board Policy No. 5.100, DMH is required to provide advance written notice and justification to the Board at least four weeks prior to commencing contract negotiations for a new sole source contract. The Chief Information Office has reviewed and concurs with this sole source justification. In addition, this matter was briefed at the Operations Cluster Meeting on June 28, 2023. Unless otherwise instructed by your Board office within four weeks of this notice, DMH will begin contract negotiations with Panoramic.

If you have any questions, or require additional information, please contact me by email at LWong@dmh.lacounty.gov or at (213) 947-6670, or your staff may contact Mark Cheng, Acting Chief Information Officer, at MCheng@dmh.lacounty.gov or at (213) 878-0180.

LHW:CDD:KN
SK:MC:ZW:atm

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

SOLE SOURCE CHECKLIST

Department Name: Mental Health

- New Sole Source Contract
- Sole Source Amendment to Existing Contract
- Date Existing Contract First Approved: _____

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS AND AMENDMENTS Identify applicable justification and provide documentation for each checked item.
<input type="checkbox"/>	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an <i>“Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.”</i>
<input checked="" type="checkbox"/>	➤ Compliance with applicable statutory and/or regulatory provisions.
<input checked="" type="checkbox"/>	➤ Compliance with State and/or federal programmatic requirements.
<input type="checkbox"/>	➤ Services provided by other public or County-related entities.
<input checked="" type="checkbox"/>	➤ Services are needed to address an emergent or related time-sensitive need.
<input type="checkbox"/>	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
<input type="checkbox"/>	➤ 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.
<input type="checkbox"/>	➤ 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.
<input type="checkbox"/>	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
<input type="checkbox"/>	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
<input checked="" type="checkbox"/>	➤ It is in the best economic interest of the County (e.g., significant costs and time to replace an existing system or infrastructure, administrative cost and time savings and excessive learning curve for a new service provider, etc.). In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

Chief Executive Office

Date

BOARD LETTER/MEMO CLUSTER FACT SHEET

 Board Letter

 Board Memo

 Other

CLUSTER AGENDA REVIEW DATE	6/28/2023		
BOARD MEETING DATE	7/11/2023		
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th		
DEPARTMENT(S)	Public Health		
SUBJECT	APPROVAL OF SOLE SOURCE AMENDMENT NUMBER 10 TO AGREEMENT NUMBER PH-002200 WITH ACCELA, INC. TO UPGRADE ENVIRONMENTAL HEALTH PERMIT AND INSPECTION MANAGEMENT SYSTEM		
PROGRAM	Environmental Health		
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	If Yes, please explain why: Only one bona fide source (monopoly) for the service exists; performance and price competition are not available.		
DEADLINES/ TIME CONSTRAINTS			
COST & FUNDING	Total funding:	Funding source:	
	\$ 9,333,086	Chief Executive Office IT Legacy Modernization Fund and Environmental Health Trust Fund	
	TERMS (if applicable):		
	Explanation		
PURPOSE OF REQUEST	Amend Agreement #PH-002200 with Accela, Inc. (Accela) with sole source amendment to upgrade Environmental Health Permit and Inspection Management System.		
BACKGROUND (include internal/external issues that may exist including any related motions)	Public Health has a current contract with Accela for the licensed use, support, and maintenance of the EnvisionConnect system. The upgrade from the Accela EnvisionConnect software to the cloud based Accela Civic Platform is necessary because Accela will no longer be providing enhancements or upgrades to their legacy EnvisionConnect offering. To continue capturing, tracking, and reporting accurate and sufficient inspection data, and to ensure that regulated businesses are in compliance with current federal, state, and local regulations, EH must transition to the Accela Civic Platform that is updated regularly and can be expanded to accommodate new service activities and the collection of new data types.		
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:		
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please state which one(s) and explain how:		
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Liza Frias, Director of Environmental Health (626) 430-5115, lfrias@ph.lacounty.gov Joshua Bobrowsky, Public Health Director Government Affairs (213) 288-7871, jbobrowsky@ph.lacounty.gov Truc L. Moore, Principal Deputy County Counsel (213) 972-5719, tlmoore@counsel.lacounty.gov		



BARBARA FERRER, Ph.D., M.P.H., M.Ed.
Director

MUNTU DAVIS, M.D., M.P.H.
County Health Officer

MEGAN McCLAIRE, M.S.P.H.
Chief Deputy Director

313 North Figueroa Street, Suite 806
Los Angeles, CA 90012
TEL (213) 288-8117 • FAX (213) 975-1273

www.publichealth.lacounty.gov

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

July 11, 2023

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

Dear Supervisors:

**APPROVAL OF SOLE SOURCE AMENDMENT NUMBER 10 TO AGREEMENT
NUMBER PH-002200 WITH ACCELA, INC. TO UPGRADE ENVIRONMENTAL
HEALTH PERMIT AND INSPECTION MANAGEMENT SYSTEM
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

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

SUBJECT

Request your Board’s approval to execute a sole source amendment to Agreement PH-002200 with Accela, Inc. to upgrade software, maintenance, support, and hosting services for the Department of Public Health’s Environmental Health Permit and Inspection Management System.

IT IS RECOMMENDED THAT YOUR BOARD:

- 1) Approve and instruct the Director of Department of Public Health (Public Health), or designee, to execute sole source Amendment 10 to Agreement Number PH-002200 (Agreement), substantially similar to Exhibit I, with Accela, Inc. (Accela) to: (a) upgrade, implement and maintain the Environmental Health Permit and Inspection Management System (EHPIMS) software to Accela’s Civic Application for Environmental Health (Accela Environmental Health); (b) extend the term through August 31, 2028, with no optional terms; (c) increase the

Maximum Contract Sum by \$9,333,086 from \$8,622,847 to \$17,955,933 for the entire term of the Agreement. The cost of this project is funded by the Chief Executive Office's (CEO) IT Legacy Modernization Fund and the Environmental Health Trust Fund.

- 2) Delegate authority to the Director of Public Health, or designee, to execute Amendments to the Agreement in order to: (1) add and/or update standard County of Los Angeles (County) contract provisions as required by the Board or the County's CEO; (2) acquire additional software functionality, associated maintenance, implementation changes, or other additional professional services related to the upgraded EHPIMS in the form of optional work by Change Orders or Amendments using \$848,462 in pool dollars allocated during the term of the Agreement added by Amendment 10, subject to review and approval as to form by County Counsel.
- 3) Delegate authority to the Director of Public Health, or designee, to issue written notice(s) for partial or total termination of the contract for convenience without further notice to your Board; subject to review and approval as to form by County Counsel.
- 4) Approve and authorize the attached Public Health Appropriation Adjustment (Attachment A) to transfer \$2,126,300 from the Committed IT Enhancements, commonly known as the County's Legacy System Modernization Fund, in one-time funding to Department of Public Health to acquire and implement the EHPIMS. This includes \$1,933,000 for professional services for project implementation and \$193,300 in pool fund dollars during implementation.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The existing agreement with Accela is for the licensed use, support, and maintenance of the EHPIMS system as part of EnvisionConnect. The current solution used by Environmental Health Division (EH) is not cloud based, but hosted by the Contractor on third party hardware servers. It is now necessary to upgrade from the Accela EnvisionConnect software to the cloud-based Software as a Service (SaaS) solution commercially known as Accela Civic Platform because Accela will no longer be providing enhancements or upgrades to its legacy EnvisionConnect offering for EHPIMS. To continue capturing, tracking, and reporting accurate and sufficient inspection data, and to ensure that regulated businesses are in compliance with current federal, state, and local regulations, EH must transition to the Accela Civic Platform that is updated regularly and can be expanded to accommodate new service activities and the collection of new data types.

Accela is the sole proprietor and owner of EnvisionConnect and the only vendor that can provide development, maintenance, and technical support for all Accela software products and subscription services. To leverage Accela's software capabilities and ensure that maximum benefits of the software are realized, EH will utilize Accela Environmental Health. EH's proposed inclusion in the Accela Environmental Health is

necessary since EH seeks to enhance its legacy EnvisionConnect system. The sole source amendment with Accela for Accela Environmental Health will allow for continuation of services, enable expansion of system capabilities, and provide modernization to improve the breadth and efficiency of core Departmental operations.

Enhancements will include built-in live reporting dashboards, automated workflows and notifications (currently most workflows are manual), integrated electronic plan review, a unified public portal, mobile workforce access to real-time data, and bulk handling of code enforcement cases and collections. This enhancement will improve internal productivity and improve service delivery of everyday operations, as well as allow for nimble responses to rapidly evolving health order needs.

The current legacy version of the Accela system has been extensively customized over the years to the County's unique specifications and those customizations are seamlessly transitioned in the EHPIMS upgrade to Accela Environmental Health, avoiding a learning curve and unexpected downtime that would typically occur if a brand new inspection and permitting system were to be implemented.

EH's migration onto the Accela Environmental Health will modernize and increase the overall effectiveness and efficiency of EH's business functions governed by Los Angeles County Code by leveraging enhanced functionality.

The proposed sole source amendment with Accela will include the following benefits for the County:

1. Utilize a cloud based, web browser system that will provide updated information to inspectors and office staff in real time.
2. Eliminate work hours associated with performing daily inspection data uploads thereby significantly reducing time/cost.
3. Enable compatibility with more cost-effective devices.
4. Allow flexibility to design custom workflows to fit current and future business needs.
5. Allow EH greater data collection capability through the availability of unlimited number of fields and tables for customization.
6. Provide a robust customer self-service portal that will allow the public to create and access their accounts directly, and access a variety of EH services, including submitting applications, updating their records, making payments, viewing reports, and requesting services.
7. Support the development of essential interfaces between County agencies.
8. Allow configuration for specified data to be purged on a regular basis consistent with current County retention policies.
9. Provide a dedicated server for running reports and data analytics.
10. Allow comprehensive invoicing of owner-associated permits on one billing statement - eliminating the issuance of multiple invoices and excess expense on postage fees - as well as enabling concurrent payment processing.
11. Support complex security role administration.

12. Enable County users to interact with data via live dashboards facilitating business decisions in real time.

To ensure continuation of services without disruption, it is in the best interest of the County to amend the agreement to upgrade software with Accela.

Implementation of Strategic Plan Goal

The recommended actions support County's Strategic Plan, Strategy III.3, Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability to modernize and increase the overall effectiveness and efficiency of EH's business functions.

FISCAL IMPACT/FINANCING

The total cost for Amendment 10 is \$9,333,086. This includes \$2,126,300 of the implementation cost with Accela to be implemented in two (2) phases. Phase 4 will upgrade to a cloud-based system, focus on migrating data, converting existing reports and building essential third-party integrations. Phase 5 will focus on building custom processes, reports and additional third-party integrations. Phases 1 through 3 were completed and implemented by the Contractor under the existing agreement. Along with upgrading to Accela Environmental Health, maintenance, support, and upgrades are included in the subscription costs through the end of the Contract Term as part of Amendment 10.

The cost of this project is to be jointly funded by the CEO IT Legacy Modernization Fund and Environmental Health Trust Fund. The CEO IT Legacy Modernization Fund will provide one-time funding of \$2,126,300 for the implementation costs in Year 1, and the Environmental Health Trust Fund will fund the remaining amount of \$7,206,786. There is no net County cost associated with this action.

Funding for this amendment is included in Public Health's budget for fiscal year (FY) 2023-24 and will be included in future FYs, as necessary.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On August 23, 2012, Public Health entered into Agreement No. PH-002200 with Decade Software Company, LLC (Decade) for implementation of an EHPIMS software solution. At that time, Public Health purchased licenses from Decade and requested them to (a) configure and install the EHPIMS software solution, known as EnvisionConnect; (b) perform certain customizations to the EHPIMS software solution necessary to meet the County's functional, technical and business requirements; (c) create certain interfaces between the EHPIMS software solution and other County systems and the County's electronic commerce payment processing vendor; and (d) host, maintain and support the EHPIMS software solution.

On May 30, 2015, Public Health executed Amendment Number Four with Accela and Decade to reflect full assignment of Agreement No. PH-02200 from Decade to Accela,

who acquired Decade, and to extend the date by which the Contractor was required to achieve system acceptance. EHPIMS has since been implemented into the current EnvisionConnect software system for EH. Amendment Numbers 5 through 9 extended the term and/or increased the maximum contract sum and updated standard contract provisions and/or exhibits.

The current Agreement continues to have all the terms and conditions in compliance with the Board's ordinances, policies, and programs including, but not limited to, Compliance with the County's Zero Tolerance Human Trafficking Policy, Time Off for Voting, Consideration of Hiring Greater Avenues for Independence/General Opportunities for Work Program Participants, Contractor Responsibility and Debarment, Compliance with Jury Service Program, Safely Surrendered Baby Law, County's Child Support Compliance Program, County's Defaulted Property Tax Reduction Program, and Termination for Convenience and Termination for Default. With respect to Termination for Convenience, it has been slightly amended to allow for termination for convenience after 3 years of the additional term, given the labor and cost investment incurred by Public Health and Accela to implement the upgrade to the new cloud-based SaaS platform.

Accela will continue to provide all required levels of insurance, including for professional liability/errors and omissions, and will also provide \$10 million in cyber liability insurance. Amendment 10 includes terms and conditions appropriate for a SaaS solution. The Agreement continues to contain applicable information technology and software provisions to protect the County in the event of Accela's deficient performance and/or breach of warranties, including assessment of late delivery credits, and termination for default. Public Health has also included service credits in the service level requirements, which will be applied to the subscription fees for unscheduled downtime, as described in Amendment 10.

Further, as typical in information system agreements where the SaaS solution will be configured to meet the County's business requirements, the County will withhold 10 percent of the contract amount due for each deliverable covered under Amendment 10 until such time that final system acceptance is achieved by Accela. Finally, as is typical with many County information technology and software agreements, Public Health was able to come to agreement with Accela on a limitation of liability cap for both parties in the amount of three times the amounts paid by County in the prior year. Given EHPIMS has been used by the County for many years without incident, the Contractor has successfully performed for the County for many years without incident, and the EHPIMS will be upgraded to an existing SaaS solution already used by many entities in the public sector, this limitation of liability is reasonable.

As required under Board Policy 5.100 (Sole Source Contracts), your Board was notified on February 22, 2022 of Public Health's intent to amend Agreement with Accela on a sole source basis.

County Counsel has reviewed and approved the proposed Amendment 10, Exhibit I, as to form.

The Honorable Board of Supervisors

July 11, 2023

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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 components of this request and recommends approval. In lieu of a formal written CIO Analysis, the OCIO worked closely with Public Health to develop the Business Case that was submitted to the Information Technology Investment Board for Legacy Modernization funding.

Attachment B is the sole source checklist signed by the CEO.

CONTRACTING PROCESS

In September 2011, Public Health released a Request for Proposals to replace the existing EHPIMS which resulted in Decade being recommended for a contract. On August 21 2012, your Board approved execution of a contract with Decade.

On February 22, 2022, Public Health notified your Board that it intended to request your approval and begin contract negotiations with Accela for an amendment to extend the term of contract PH-002200 and upgrade the EHPIMS system.

Subsequently, Public Health is recommending execution of sole source Amendment 10 with Accela to upgrade from the Accela EnvisionConnect software to the cloud based Accela Environmental Health SaaS solution.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will allow Public Health's EH to dramatically improve productivity and enhance communication interaction with licensees, permittees, and applicants. The expectation is that current services will be significantly improved with streamlined work processes and data flows.

Respectfully submitted,

Reviewed by:

Barbara Ferrer, Ph.D., M.P.H., M.Ed.
Director

Peter Loo
Acting Chief Information Officer

BF:bf
#06293

Enclosures

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Treasurer and Tax Collector

SOLE SOURCE CHECKLIST

Department Name: _____

- New Sole Source Contract **Accela, Inc.**
- Sole Source Amendment to Existing Contract
Date Existing Contract First Approved: _____

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 <i>“Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.”</i>
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
	➤ It is in the best economic interest of the County (e.g., significant costs and time to replace an existing system or infrastructure, administrative cost and time savings and excessive learning curve for a new service provider, etc.). In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

Chief Executive Office

Date

PROGRAM DESCRIPTION

The County of Los Angeles (County) has contracted with Ventiv Technology for claims management and related services under RMIS. RMIS manages, administers, and reduces risk exposures Countywide.

SCOPE

Liability and Workers' Compensation Claims Management, Corrective Action Plans, Matter Management, Disability/Leave Management, Disability Compliance, Loss Control, and Public Records Act Management.

STATUS

In production with all scope, including several items from Amendment 5 covering work for the Liability Program and the Board of Supervisors. There is ongoing production support.

FINANCE

The County has been billed \$ 28,863,637.44 to date. Total maximum budget is \$59,651,176.36.

ACCOMPLISHMENTS/HIGHLIGHTS

- Disability/Leave Management and Disability Compliance Program
 - Gathered additional business requirements for Disability Compliance Program.
 - Configured system requirements in preparation of User Acceptance Testing and Implementation.
- Liability Claims Program
 - Simplified workflow for Board of Supervisors and Third-Party Administrators (TPAs) with additional visual cues.
- Workers' Compensation Program
 - Delivered Claimant Access Portal for injured employees to view status of claim and payment activity.
 - Delivered Daily Workers' Compensation Data Extracts for County External Vendor.

GENERAL

- Upgraded RMIS and Reporting Engine to latest version.
- Delivered County Enterprise Risk Information Center Dashboards (Countywide/Department).
- Gathered new business requirements from County Counsel and Fire Department program stakeholders for Module 5 (Amendment 6).

KEY ACTIVITIES FOR NEXT PERIOD (6/2/2023 – 06/01/2024)

- Liability Claims Program
 - Continue monitoring synchronization between County Counsel CRM and RMIS.
 - Migrate TWR payment interface into GAX interface to eCAPS.
 - Expand Interface between Legal Budget/Invoicing System (T360) and RMIS to provide additional details to streamline approved invoices.
 - Expand the Application Programming Interface (API) by insurance type to streamline County Counsel’s CRM.
- Workers’ Compensation Program
 - Enhance Custom Workers’ Compensation Duplicate payment verification.
 - Import Industrial Accidents (IA) Payroll Data into RMIS for Workers’ Compensation Reporting.
 - Automate the creation of the employee direct deposit vendor records in eCAPS from RMIS Vendor/Customer Creation 1 (VCC1) interface, thus eliminating manual entry into two systems.
 - Import historical hard copy Workers’ Compensation claims documentation into RMIS from legacy systems.
- Disability/Leave Management and Disability Compliance Program
 - Rollout Disability Compliance Record Framework.
 - Deliver Cross Module System Access.
 - Deliver Configurable Mass Email Capability to County Stakeholders.
 - Enhance the RMIS to support additional business requirements for Protected Leave Management workflow.
 - Finalize Import of Short-Term Disability and Long-Term Disability claims and payment information from TPA into RMIS.
- Incident Reporting, Asset and Policy Management, Cal OSHA Reporting
 - Finalize Import of County Voyager Asset Management information into RMIS.
 - Enhance Incident Report forms to track additional details.

GENERAL

- Upgrade RMIS and Reporting Engine to latest version.
- Execute Amendment 6.
- Continue production support for all programs and engagement of all stakeholders.
- CEO Risk Management Branch continue to support business stakeholder reporting needs.