



County of Los Angeles
**CHIEF EXECUTIVE OFFICE
OPERATIONS CLUSTER**

SACHI A. HAMAI
Chief Executive Officer

REVISED

DATE: June 16, 2016
TIME: 1:00 p.m.
LOCATION: Kenneth Hahn Hall of Administration, Room 830

AGENDA

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.
Three (3) minutes are allowed for each item.

1. Call to order – James Blunt / Gevork Simdjian
 - A) **Board Letter – APPROVAL OF A CHANGE ORDER UNDER THE EMC MASTER SERVICES AGREEMENT (EMC MSA) FOR THE MEDICAL EXAMINER-CORONER’S ELECTRONIC CASE FILE SYSTEM (ECFS) PROJECT**
Coroner – Lakshmanan Sathyavagiswaran, M.D, or designee
 - B) **Countywide Continuity of Operations Program software replacement via Request for Proposal process**
CEO OEM – Jeffery Reeb or designee
2. Public Comment

CLOSED SESSION

**CS-1 CONFERENCE WITH LEGAL COUNSEL - EXISTING LITIGATION
(Paragraph (1) of Subdivision (d) of Government Code Section 54956.9)**

8 Consolidated Cases – Verizon v. State Board of Equalization, County of Los Angeles, et al.; Sacramento Sup. Ct. Case Nos. 34-2011-00116029; 34-2013-00138191; 34-2014-00157245; 34-2014-00171512; 34-2015-00175631; 34-2015-00175609; 34-2015-00175621; and 34-2015-00175627

This is a consolidation of 8 State Court lawsuits challenging Property Tax Assessments by the State Board of Equalization.

**CS-2 CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION
(Paragraph (1) of Subdivision (d) of Government Code Section 54956.9)**

Willie Granados v. County of Los Angeles, et al; LASC Case No. BC361470.

This is a case challenging the County's collection of the Utility User Tax.

3. Adjournment

July 5, 2016

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

Dear Supervisors:

**AUTHORIZE EXECUTION OF A CHANGE ORDER WITH EMC CORPORATION,
INC. FOR SOFTWARE DEVELOPMENT AND IMPLEMENTATION SERVICES FOR
THE DEPARTMENT OF MEDICAL EXAMINER-CORONER'S
ELECTRONIC CASE FILE SYSTEM PROJECT
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

CIO RECOMMENDATION: APPROVE (X)

SUBJECT

Authorize execution of one Change Order at a maximum amount not to exceed \$250,000 with EMC Corporation for the development and implementation of the Department of Medical Examiner-Coroner's Electronic Case File System (ECFS). The ECFS will provide case management, document management, and physical records management functionality to better meet the Department's information management needs.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and authorize the Director of the Internal Services Department (ISD), at the request of the Chief Medical Examiner-Coroner, to execute a Change Order at a maximum amount not to exceed \$250,000 under the County of Los Angeles (County) Master Services Agreement (MSA) No. 77036 with EMC Corporation to support the development and implementation of the ECFS. In accordance with EMC MSA guidelines, Board approval is required for Work Orders that exceed \$300,000.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The Department of Medical Examiner-Coroner (DMEC) has developed a strategic roadmap for the ECFS project which identifies a total of 13 phases using professional services, hardware, and software based on EMC's Documentum technology. The first

three phases of ECFS were completed in September 2012. These phases were implemented using EMC Work Orders and funded by a combination of County Information Technology Fund (ITF) and Coverdell grants, which provided the base ECFS infrastructure, Specimen Tracking, and Property Management functions. Additional phases approved by the Board on March 5, 2013, enabled functionality for Evidence Management, Morgue Management, and Case Folder Management.

On March 17, 2015, the Board approved a Work Order and any necessary Change Orders not to exceed \$668,000 for the final phase of ECFS that provided workflow management capabilities. Approval of this recommended action, will authorize a Change Order to provide additional opportunities for department users to review the system. Also, it will support a change to the system implementation strategy in order to accommodate a required Internet Explorer 11 and Office 2016 upgrade.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended action is consistent with the principles of the Countywide Strategic Goal #1: Operation Effectiveness/Fiscal Sustainability.

FISCAL IMPACT/FINANCING

Funding in the amount of \$250,000 for EMC development charges for the final ECFS phase has been included in the Department's FY 2015-16 Operating Budget.

FISCAL AND PROVISIONAL/LEGAL REQUIREMENTS

On July 7, 2009, your Board approved the County's EMC MSA that enables County departments to utilize MSA work orders for various professional and consulting services related to the implementation and support of Enterprise Content Management (ECM) technologies. All MSA work orders greater than \$300,000 require Board approval. The Chief Information Officer concurs with the DMEC's recommendation and the CIO Analysis is attached (Attachment A).

IMPACT ON CURRENT SERVICES

Approval of the recommended action will allow the Department to complete the development of ECFS and comply with the Department's audit recommendation to replace the existing case management system. The new ECFS will provide improved security and better meet the Department's case management needs.

Honorable Board of Supervisors

July 5, 2016

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CONCLUSION

When approved, the Executive Office, Board of Supervisors is requested to return the signed and approved Board Letter to:

Silvia Gonzalez, Contracts Manager
Department of Medical Examiner-Coroner
1104 N. Mission Road
Los Angeles, CA 90033

Respectfully submitted,

Reviewed by:

Lakshmanan Sathyavagiswaran, M.D.
Acting Chief Medical Examiner-Coroner

Peter Loo
Acting Chief Information Officer

MAF/slg

Attachment

c: Executive Officer, Board of Supervisors
County Counsel



DRAFT

PETER LOO

ACTING CHIEF INFORMATION OFFICER

Office of the CIO CIO Analysis

NUMBER:

CA 16-12

DATE:

6/9/2016

SUBJECT:

AUTHORIZE EXECUTION OF A CHANGE ORDER WITH EMC CORPORATION, INC. FOR THE MEDICAL EXAMINER-CORONER'S ELECTRONIC CASE FILE SYSTEM

RECOMMENDATION:

Approve Approve with Modification Disapprove

CONTRACT TYPE:

New Contract Sole Source
 Amendment to Contract #: Other: MSA Change Order

CONTRACT COMPONENTS:

Software Hardware
 Telecommunications Professional Services

SUMMARY:

Department Executive Sponsor: Lakshmanan Sathyavagiswaran, Acting Chief Medical Examiner-Coroner, M.D.

Description: Department of Medical Examiner-Coroner (DMEC) is requesting authorization for the Director of ISD to execute a Change Order under the County of Los Angeles (County) EMC Master Services Agreement (MSA) Number 77036 to support the development and implementation of the Electronic Case File System (ECFS).

Contract Amount: \$250,000

Funding Source: Department's Operating Budget
Fiscal Year (FY) 2015-16

Legislative or Regulatory Mandate Subvened/Grant Funded: N/A

Strategic and Business Analysis

PROJECT GOALS AND OBJECTIVES:

This Change Order for the DMEC's ECFS will support: 1) New rounds of system user demonstrations to different business groups with the DMEC; 2) Upgrade the ECFS application to support IE 11 and Windows 2016; and 3) Resolve ECFS integration issues with DMEC's Photo Viewer and Vendor Neutral Archive of X-Ray Images.

BUSINESS DRIVERS:

The ECFS will replace the Legacy Case File System with significantly greater functionality integrating document management and workflow. The legacy system was audited and recommended for replacement due to its lack of functionality and issues with system security. ECFS is currently being used to automate many of the core business functions of DMEC, including document management, case folder, property, and specimen tracking. This Change Order will extend EMC consulting services to provide additional support for the ECFS project to ensure successful completion.

	<p>PROJECT ORGANIZATION: Project sponsors are the Chief Medical Examiner-Coroner and the Chief Deputy. The project team includes the DMEC’s IT Manager, department subject-matter experts, EMC, and Internal Services Department (ISD).</p> <hr/> <p>PERFORMANCE METRICS: The Change Order has defined deliverables approved by the Department.</p> <hr/> <p>STRATEGIC AND BUSINESS ALIGNMENT: This project is the DMEC’s primary IT initiative and is consistent with County Strategic Directions and technology standards.</p> <hr/> <p>PROJECT APPROACH: The project is utilizing the EMC Documentum xCP software framework for developing this application.</p> <hr/> <p>ALTERNATIVES ANALYZED: Based on project successes and continuation of a defined solution no other alternatives were considered.</p>
<p>Technical Analysis</p>	<p>ANALYSIS OF PROPOSED IT SOLUTION: The project is utilizing the EMC Documentum xCP software framework for developing the ECFS application. ECFS is hosted by ISD as part of the Electronic Content Management (ECM) Shared Infrastructure.</p>
<p>Financial Analysis</p>	<p>BUDGET: Contract costs: One-time costs: Services \$ 250,000 Sub-total Contract Costs: \$ 250,000 With the approval of this Change Order, DMEC will have expended \$3,015,720 for ECFS.</p>
<p>Risk Analysis</p>	<p>RISK MITIGATION:</p> <ol style="list-style-type: none"> 1. DMEC has successfully implemented previous ECFS modules working with EMC using their development and implementation methodology. 2. The DMEC conducts weekly project status reviews with EMC to ensure adherence to scope, schedule, and budget. 3. The Chief Information Security Officer (CISO) reviewed the Change Order and did not identify any IT security or privacy related issues.

<i>CIO Approval</i>	PREPARED BY:	

	Greg Melendez, Sr. Associate CIO	_____
		Date
	APPROVED:	

	Peter Loo, Acting Chief Information Officer	_____
		Date

Please contact the Office of the CIO 213.253.5600 or info@cio.lacounty.gov) for questions concerning this CIO Analysis. This document is also available online at <http://ciointranet.lacounty.gov/>

Chief Executive Office COOP FACT SHEET

SUBJECT

- FY 2016-2017 Countywide Continuity of Operations (COOP) Program – Software replacement.

TARGETED BOARD AGENDA

- N/A

DESCRIPTION OF PROGRAM / ITEM

- The Board of Supervisors directed all County departments to develop business continuity plans under the leadership of the Chief Executive Office (CEO) Office of Emergency Management (OEM). The County is now looking for a software product to replace the current application, which has become obsolete. The new software application will support all County departments in development of their COOP plans. These plans ensure County essential functions and services to the public will be performed during a wide range of emergency events.

AMOUNT / COST

- The RFP process will be utilized to select the new software vendor. It is anticipated there will be a savings in ISD annual costs with the new software platform, while having similar existing annual maintenance rates.

Current Annual Internal Services Department (ISD):

Servers to host software x 12 months	\$ 40,392
ISD consultant x 12 months	\$180,000

Approximate Current Annual ISD Cost \$220,392

CEO OEM: Annual maintenance to vendor = \$ 46,082

The new software product will eliminate the need for ISD to host the software at an annual cost of \$40,392 as well as significantly reduce and possibly eliminate the need for monthly ISD consultant support at \$180,000 annually. CEO OEM will provide for annual maintenance and subscriptions of the software and it is this amount that is anticipated to not exceed the current annual costs listed above (\$46,082).

FUNDING SOURCE

- CEO OEM has provided for the on-going Countywide annual maintenance and technical support since 2003. It is estimated the same amount should meet the annual costs of the new software.

FUNDING UTILIZED

- 100% of the funds would be dedicated to supporting the new Countywide COOP Fully Managed Solution software system to include annual subscriptions/maintenance, training, start-up and one-time costs, if any.

PURPOSE

- The use of a single COOP software solution across all County departments promotes standardization and fiscal efficiency. To date, 10 County department COOP plans are maintained within the existing Living Disaster Recovery Planning System (LDRPS): Auditor-Controller, Animal Care and Control, CEO, Child Support Services, Mental Health, Public Health, Public Social Services, Public Works, Fire, and Internal Services Department.

Although LDRPS has been used successfully since 2003, the application's lifespan will sunset in 2016. The LDRPS vendor has announced they will discontinue product support in the fall of 2017. In addition, the current maintenance contract with the vendor expires October 31, 2016, and will not be renewed. Therefore, the software must be replaced before the application becomes completely unserviceable in 2017.

Technology has improved dramatically over the past 13 years, which has made the current LDRPS architecture obsolete. Newer COOP applications are easier to understand and use, which allows for seamless implementation and simplified maintenance.

In addition, whereas the older LDRPS program frequently required departments to procure additional consulting services to implement their COOP planning successfully, the new application will be based on the Commercial Off-the-Shelf ("COTS") software. The core functions of the software must support all of the minimum solution requirements set forth in the RFP. It will include enhanced technical and operational capabilities along with a tiered training component and include various programmatic features which promote department self-sufficiency. Thus, removing the dependency for extensive consultant support to develop, implement, and maintain basic department COOP programs.

To continue to use LDRPS after the vendor has discontinued the product would create a vulnerability to all County data stored as security patches will not be available. Alternately, if the County were to attempt to implement a program without the framework of a commercial COOP software application, it is estimated it would take multiple years to develop an in-house solution for a product readily available on the commercial market.

Obtaining a new COOP software application supports the following County Strategic Goals:

Goal No. 1 - Operational Effectiveness: Maximize the effectiveness of the process, structure, and operations to support timely delivery of customer-oriented and efficient public service.

Goal No. 2 – Fiscal Sustainability: Strengthen and enhance the County’s capacity to sustain essential County services through proactive and prudent fiscal policies and stewardship.

CONTRACTING PROCESS (if applicable)

- Contracting services to support the on-going COOP program is not anticipated. However, vendor contracting services, as part of the start-up process, to train County staff at a variety of proficiency levels has been built into the RFP.

CHANGES FROM PREVIOUS YEAR

- N/A.

CHANGES TO DEPLOYMENT / STAFFING PLAN

- The coordination of the County-wide COOP program will be provided by the OEM COOP Coordinator; no additional deployment or staffing changes are identified. The training requirement described within the RFP includes Train-the-Trainer plus three other training levels to build self-sufficiency within each department COOP program.

ISSUES / CONCERNS

- The current software has become obsolete and must be replaced by the fall of 2017 before the application becomes completely unserviceable. After this time, there will be no updates or security patches that can be applied creating a Countywide vulnerability to all County data.

SUCCESSSES / ACCOMPLISHMENTS

- When the new system is implemented:
 - The new software will be innovative, easy to use, and cost effective.
 - The use of a single COOP software solution across all County departments promotes standardization and fiscal efficiency.

DISTRICTS IMPACTED

- All

CONTACT PERSON

- Jeff Reeb, OEM (323) 980-2261, jreeb@ceooem.lacounty.gov
- Margaret Ayala, OEM (323) 980-2054, mayala@ceooem.lacounty.gov