



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

WILLIAM T FUJIOKA
Chief Executive Officer

DATE: February 6, 2014
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 – Santos H. Kreimann
- A) **Board Letter – APPROVAL OF SOLE SOURCE AGREEMENT WITH THE CENTER TO PROMOTE HEALTHCARE ACCESS, INC. D.B.A. SOCIAL INTEREST SOLUTIONS FOR AN ELECTRONIC ELIGIBILITY AND ENROLLMENT SYSTEM**
DHS & CIO – Mitchell H. Katz and Richard Sanchez or designee(s)
- B) **Board Letter – REQUEST AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS FOR PURCHASE OF RSA ADAPTIVE AUTHENTICATION SOFTWARE LICENSE**
CIO – Richard Sanchez or designee
- C) **Board Letter - Approval of Revisions to IT Policies 6.100-6.112**
CIO – Richard Sanchez or designee
- D) **Upcoming IT Items**
CIO – Richard Sanchez or designee
2. Public Comment
3. Adjournment

February 11, 2014

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 OF SOLE SOURCE AGREEMENT WITH THE CENTER TO PROMOTE
HEALTHCARE ACCESS, INC. D.B.A. SOCIAL INTEREST SOLUTIONS FOR AN
ELECTRONIC ELIGIBILITY AND ENROLLMENT SYSTEM
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

CIO RECOMMENDATION: APPROVE (X)

SUBJECT

Approval of a Sole Source Agreement with the Center to Promote Healthcare Access, Inc. d.b.a. Social Interest Solutions for the provision of an electronic eligibility and enrollment system, otherwise known as One-e-App, initially available at the Community Partner clinic sites and eventually at the Department of Health Services facilities.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Director of Health Services (Director), or his designee, to execute a Sole Source Agreement with the Center to Promote Healthcare Access, Inc. d.b.a. Social Interest Solutions (SIS), for access to the One-e-App system (OEA), effective upon Board approval for a 60 month period after a final acceptance of the OEA with a maximum contract sum of \$4,795,442 during the term, which includes pool dollars in the amount of \$435,950.
2. Delegate authority to the Director, or his designee, to execute future Amendments to: (i) add, delete, and/or change non-substantive terms and conditions in the Agreement; and/or make any necessary changes required by either State or Federal law; (ii) approve necessary changes to the Statement of Work and, make changes to the work component pricing with no change to maximum contract sum, and (iii) use pool dollars to provide for additional work described in the Agreement as needed, subject to the review and approval by County Counsel and the Chief Information Office (CIO).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the first recommendation will allow the Director, or his designee, to execute a Sole Source Agreement, substantially similar to Exhibit I, to establish a Board-approved Agreement with SIS, which will enable the Department of Health Services (Department or DHS) to access OEA for use at all Community Partner (CP) clinic sites and then eventually make available to all DHS facilities, as appropriate. OEA is used to first screen applicants to determine whether they may be eligible for various health care programs (e.g. Medi-Cal, the County's Healthy Way LA Kids Program, etc.). After the initial screening, if it is determined that the applicant may be eligible for a health care program, the applicant will be referred accordingly to apply for the programs. Based on the OEA screening, if the applicants do not qualify for any health care programs, they will be enrolled into the HWLA Unmatched program, which is a County funded program to assist eligible participants with accessing certain health care services. DHS may also expand the use of OEA to determine eligibility for other DHS programs serving the uninsured, as needed.

Approval of the second recommendation will allow the Director, or his designee, to amend the Agreement to make various types of changes with no change to the Agreement's maximum obligation. Such delegated authority will enable DHS to proactively address any ongoing areas of improvement, comply with any statutory and regulatory changes, and refine system improvements throughout the term of the Agreement.

Background

The Department advised the Board on October 31, 2013 of its intent to enter into Sole Source negotiations with SIS for the provision and development of OEA. In 1999, the California HealthCare Foundation (CHCF) began the development of Healthy-e-App, which was the first Web-based system in the U.S. to help facilitate enrollment into California's Healthy Families Program (S-CHIP) and Medi-Cal. The intellectual property and licensure for Healthy-e-App was owned by the CHCF. In 2001, CHCF licensed Healthy-e-App to the State of California at no cost. After the success of Healthy-e-App, several California counties and some states (Arizona and Indiana), with support from both CHCF and The California Endowment (TCE), worked to expand the Healthy-e-App by creating a product, called One-e-App, that provides a single point of entry for a range of local and state-administered health and social services programs. In 2005, CHCF and TCE created SIS (formerly known as The Center to Promote HealthCare Access, Inc.) to manage the ongoing development and operation of One-e-App. In 2006, SIS became an independent 501(c)(3) and in late 2013, CHCF transferred the One-e-App license to SIS. One-e-App is uniquely situated as a proven solution in California for streamlining enrollment in public programs, including enrollment for the uninsured population.

DHS is developing a health care program designed to expand access to health services, address gaps in the health care experiences of the uninsured, and deliver appropriate care to residually uninsured residents. This successor to the HWLA Unmatched Program will provide a comprehensive, organized, integrated health access program for the uninsured population. The new program is targeted for implementation in September 2014. DHS will be implementing

and customizing this web-based eligibility and enrollment system to determine eligibility for the successor to the HWLA Unmatched Program, track enrollment, facilitate selection of a primary care medical home, and serve as a mechanism for capitated payment reform. The eligibility and enrollment system must be implemented prior to the successor HWLA Unmatched Program going live.

Recommended Agreement

DHS, with assistance and support from the Chief Information Officer (CIO) and County Counsel, negotiated an Agreement with SIS that will enable DHS to maintain access to this highly customized software that will continue to be refined to improve access to health care, particularly to residually uninsured County residents, as DHS proceeds with implementing the Affordable Care Act (ACA).

Implementation of Strategic Plan Goals

The recommended actions support Goal 1, Operational Effectiveness, and Goal 3, Integrated Services Delivery, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The total maximum obligation for the initial term is \$4,795,442.

Funding is included in DHS' Fiscal Year 2013-14 Final Budget and will be requested in future fiscal years as necessary.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

OEA will facilitate electronic eligibility, enrollment, and create a streamlined and electronic enrollment process for the successor to the HWLA Unmatched Program. OEA is an electronic application management system that gathers applicant information via a Web-browser user interface and stores information in a database management system.

The proposed Agreement contains all current legally and Board required provisions.

County Counsel has approved Exhibit I as to form. The CIO concurs with the Department's recommendation and that Office's Analysis is Attachment A.

CONTRACTING PROCESS

SIS is the owner and licensor of the proprietary software, OEA, which was designed to provide a single point of entry for a range of local and state-administered health and social services programs. OEA is currently implemented in over 14 counties in California, providing SIS with extensive experience in county-specific customized implementation in multiple counties. Streamlining and automating eligibility and enrollment process will automate the eligibility and

enrollment process customized for CP's and DHS' needs, and moreover, based on technology that has proven itself in other California counties, will improve healthcare access for the residually uninsured population of Los Angeles County.

DHS considered several options to obtain a comparable system and determined it was in the best interest of the County to proceed with a sole source Agreement with SIS given the very short timeframe to acquire, develop, and implement a web-based eligibility system prior to implementation of the successor to the HWLA Unmatched Program. Conducting a competitive solicitation for a comparable eligibility and enrollment system would take approximately 12-18 months, with additional time necessary for design, testing and implementation of the system which would postpone implementation of the successor to the HWLA Unmatched Program. DHS also examined the feasibility of developing a system in-house, but does not currently have the internal technology resources to develop and host a comparable system.

With its current presence in California, the non-profit firm, SIS, is committed to continued enhancements to the OEA to benefit all counties using the system. Moreover, OEA, as a software as a service model, will save DHS web hosting and maintenance costs. For the foregoing reasons, it is in the best interest of the County to award a Sole Source Agreement with SIS.

Attachment B is the Sole Source Checklist in compliance with Board Policy 5.100.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommendations will provide an automated eligibility and enrollment process customized for CP's and DHS' needs.

Respectfully submitted,

Reviewed by:

Mitchell H. Katz, M.D.
Director

Richard Sanchez
Chief Information Officer

MHK:RS:jl

Enclosures

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

SOLE SOURCE CHECKLIST

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS
	Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source for the service exists; performance and price competition are not available.
	➤ Quick action is required (emergency situation).
	➤ Proposals have been solicited but no satisfactory proposals were received.
	➤ Additional services are needed to complete an ongoing task and it would be prohibitively costly in time and money to seek a new service provider.
	➤ Maintenance service agreements exist on equipment which must be serviced by the authorized manufacturer's service representatives.
	➤ It is most cost-effective to obtain services by exercising an option under an existing contract.
✓	<p>➤ It is in the best interest of the County e.g., administrative cost savings, excessive learning curve for a new service provider, etc.</p> <p>SIS is the owner and licensor of the proprietary software, OEA, which was designed to provide a single point of entry for a range of local and state-administered health and social services programs. OEA is currently implemented in over 14 counties in California, providing SIS with extensive experience in county-specific customized implementation in multiple counties. Streamlining and automating eligibility and enrollment process will automate the eligibility and enrollment process customized for CP's and DHS' needs, and moreover, based on technology that has proven itself in other California counties, will improve healthcare access for the residually uninsured population of Los Angeles County.</p> <p>DHS considered several options to obtain a comparable system and determined it was in the best interest of the County to proceed with a sole source Agreement with SIS given the very short timeframe to acquire, develop, and implement a web-based eligibility system prior to implementation of the successor to the HWLA Unmatched Program which targeted for implementation in September 2014. Conducting a competitive solicitation for a comparable eligibility and enrollment system would take approximately 12-18 months, with additional time necessary for design, testing and</p>

	<p>implementation of the system which would postpone implementation of the successor to the HWLA Unmatched Program. DHS also examined the feasibility of developing a system in-house but does not currently have the internal technology resources to develop and host a comparable system.</p> <p>With its current presence in California, the non-profit firm, SIS, is committed to continued enhancements to the OEA for the benefit all counties using the system. Moreover, OEA, as a software service model, will save DHS web hosting and maintenance costs. For the foregoing reasons, it is in the best interest of the County to award a Sole Source Agreement with SIS.</p>
	<p>➤ Other reason. Please explain:</p>
<hr/> <p>Deputy Chief Executive Officer, CEO Date</p>	

DRAFT



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

350 South Figueroa Street, Suite 188
Los Angeles World Trade Center
Los Angeles, CA 90071

RICHARD SANCHEZ
CHIEF INFORMATION OFFICER

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February xx, 2014

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:

REQUEST AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS FOR PURCHASE OF RSA ADAPTIVE AUTHENTICATION SOFTWARE LICENSE

(ALL DISTRICTS AFFECTED) (3 VOTES)

SUBJECT

The Chief Information Officer is requesting Board of Supervisors' (Board) authorization to utilize \$475,000 from the County's Information Technology Fund to obtain an enterprise software license from RSA Security LLC (RSA), a division of EMC Corporation that supports the Countywide Information Security Program (CISP).

IT IS RECOMMENDED THAT YOUR BOARD:

Approve and authorize utilization of \$475,000 from the County's Information Technology Fund (ITF) to purchase RSA software licenses for a countywide risk-based authentication solution.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The County's ITF was established to fund 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.

This solution provides a substantial reduction of cost that supports strong (e.g., multi-factor) authentication (i.e., login) for all remote access end-users that facilitates a critical role in the County's efforts to an improved security health posture that affectively

addresses convenience and effectiveness with access to our business systems and applications.

This request supports the CISP that include Board Policies # 6.100 – Information Technology and Security Policy, and # 6.101 – Use of County Information Technology Resources. This solution is consistent with the County’s Portable Device Strategy for a seamless and secured authentication methodology across various types of operating system platforms.

This recommended action seeks Board authorization for funding in the amount of \$475,000 to:

1. Purchase a Countywide license, RSA Adaptive Authentication Enterprise Licenses, for unlimited use and one-year of maintenance and support.

RSA Adaptive Authentication Enterprise Licenses

The RSA enterprise license will allow the County to acquire a comprehensive risk-based authentication solution to facilitate a secure login to our business systems and applications to meet end-user convenience, improved experience, and increased confidence. At the same time, nation-states, cyber criminals, hacktivists, and terrorists continue to proliferate and evolve, leveraging sophisticated attack tactics to gain unauthorized access to County systems and applications, data, funds, and accounts.

This solution provides the right balance of information security protection without compromising the end-user experience and security protections by providing a wide-range of authentication options (e.g., multi-factor and challenge-response questions) that include:

- Measures risk of login/post login activities by evaluating over 100 indicators in real-time;
- Determines authentication requirements based on risk and policy;
- Fraud detection capabilities;
- Support protection of web-based and mobile applications.

This enterprise license leverages the County’s collective purchasing power to achieve a 93 percent discount over current County pricing. The one-time savings for this purchase is approximately \$1,725,000.

The enterprise license includes the following components:

- Adaptive Authentication Enterprise (AAE) for 150,000 licenses;

- AAE maintenance and support;
- RSA eFraud Network;
- RSA Risk Engine for 40 licenses;

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

FISCAL IMPACT/FINANCING

This request is to obtain authorization of \$475,000 to fund the purchase of a countywide RSA Adaptive Authentication enterprise license, one year of software maintenance and support, and professional services to assist with implementation and deployment.

The annual software maintenance and support cost is approximately \$108,000. The CIO will work with the Internal Services Department to include these costs for all future years.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

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

CONTRACTING PROCESS

The RSA Adaptive Authentication Enterprise software product provides the County with a software upgrade that integrates with our implementation of the RSA Authentication Manager product (implemented in 1999). The Manager administers the RSA SecurID hardware tokens. This effort is a software upgrade and enhances our functionality and capabilities for authentication. Each year brings increased token use where currently there are 16,010 tokens administered. All previous token renewals were acquired through sole source brand name procurement.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

This purchase will enable the following benefits:

- Substantial cost savings of 93 percent without relaxing authentication security requirements;

- End-user experience for remote access authentication is improved with this solution due to the replacement of hardware tokens;
- Supports the County's portable/mobile device strategy and impending Bring Your Own Device (BYOD) implementation;
- Provides a risk-based fraud detection capability to address external threats;
- Significantly reduces overhead in provisioning user access and supporting remote access.

CONCLUSION

Board approval of the recommended action will enable the County to reduce significantly the use of costly hardware token authentication. It will generate substantial cost savings, operational efficiencies, and improved end-user convenience with the implementation of this risk-based secured authentication solution.

Respectfully submitted,

RICHARD SANCHEZ
Chief Information Office

RS:pg

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

Board IT Agenda Items

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
DHS	Purchase of Capital Asset for DHS's Fuji Radiology Picture Archiving and Communicaitons System (PACS) Consolidation Project	<p>Authorizes ISD to proceed with the purchase of hardware, software, and professional services for DHS's Radiology Picture Archiving and Communication System (PACS) Consolidation Project.</p> <p>Funding Source: DHS FY 2013-14 Operating Budget Existing Agreement: N/A</p>	\$2.426M	Health & Mental Health Services	N/A	2/4/2014
DHS	Purchase of New Virtual Desktop Infrastructure (VDI) Hardware and Software for DHS Data Centers	<p>Authorizes the Internal Services Department (ISD) to proceed with the purchase of new Virtual Desktop Infrastructure (VDI) hardware, software, and professional services for all DHS Data Centers.</p> <p>Funding Souirce: Capital Project – Electronic Health Record System (known as ORCHID), Fund (J-16-HE) Fiscal Year 2013-14 Adopted Budget for County Infrastructure Existing Agreement: N/A</p>	\$8.1M	Health & Mental Health Services	N/A	2/4/2014
DHS	Sole Source Agreement for provision of One-e-App (OEA) Enrollment System	<p>Approval of a Sole Source Agreement with the Center to Promote Healthcare Access, Inc. d.b.a. Social Interest Solutions for the provision of an electronic eligibility and enrollment system, otherwise known as One-e-App, at Community Partner clinic sites.</p> <p>Funding Source: DHS FY 2013-14 Operating Budget Existing Agreement: N/A</p>	\$4.222M	Health & Mental Health Services	5 years	2/18/2014
CIO	Amendment 5 to Oracle MSA	<p>Amend the Oracle MSA Agreement in order (i) to provide for up to two additional two-year term extensions through February 19, 2018, the first upon execution of this Amendment No. 5 and the second by delegated authority granted to County's CIO; and (ii) to obtain the delegated authority to add and/or update during the term of the Agreement County required terms and conditions.</p> <p>Funding Source: Operating Budgets of individual County Departments that have Work Orders executed under the approved MSA Existing Agreement: 76043</p>	\$3M per year	Operations	Two additional two-year term extensions through February 19, 2018	2/18/2014

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
CIO	Authorization to use ITF Funds for Purchase of a Countywide Authentication Software License	<p>The Chief Information Officer is requesting authorization to utilize \$475,000 from the County's Information Technology Fund to obtain an enterprise software license from RSA Security LLC for a countywide risk-based authentication solution.</p> <p>Funding Source: CIO Information Technology Fund (ITF) Existing Agreement: N/A</p>	\$475,000	Operations	N/A	2/18/2014
CIO	Approval of Revisions to Board IT Security Policies 6.100-6.112	<p>All of the Board's Information Technology (IT) Security Policies has been revised to address currency and technology evolution. Some of the major revisions to highlight are: consistent use of language, newly defined terms, appropriate use of technology, further clarification of the Countywide Information Security Program, and support of recent IT capabilities in the area of mobile and portable devices (i.e., County-owned only), internet, social media, and internet storage websites.</p> <p>Funding Source: N/A Existing Agreement: N/A</p>	\$0	Operations	N/A	3/4/2014
CIO/CEO/DHS/DMH & DCFS	Countywide Master Data Management (CWMDM)	<p>Implement a Master Data Management solution for the entire County, to include:</p> <ol style="list-style-type: none"> 1. Development and maintenance of a catalog of enterprise data objects. (Data entities, Authoritative sources, Attributes, Values, Access control and policies). 2. Development and maintenance of a catalog of existing system interfaces. 3. Development of policies for enterprise information management. 4. Building of an Enabling Infrastructure (shared service) for enterprise information management, including Master Data Management; Enterprise Messaging and Service Bus; and Data Analytics. <p>Funding Source: ITF, CEO IT Fund, and PIF Existing Agreement: N/A</p>	TBD	Operations	TBD	3/4/2014
DPH	Board Agreement for Children's Health Outreach Initiative (CHOI) Application Development Services	<p>Board Agreement with Codai, Inc., for provision of application development, maintenance and support services for Children's Outreach Initiative (CHOI)</p>	\$320,000	Health & Mental Health Services	3 years	3/11/2014

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
TTC	Sole source contract with Bid4Assets, Inc. (Bid4Assets) to provide online auctions of tax defaulted property services.	Requesting 1) approval of sole source contract with Bid4Assets to conduct online auctions of tax defaulted property; 2) delegated authority to exercise the extensions to the contract; and 3) delegated authority to execute future Amendments to modify the terms of the Statement of Work that do not materially alter the contract, and/or to add and/or change certain terms and conditions in the contract.	\$0. (Bid4Assets will assess its own fees to the winning bidder of the online auction.)	Operations	Three years with two one-year options and six month-to month extensions.	3/11/2014
PD	Agreement with PCG Consulting to Perform CMS Consulting Services	Analyze Case Management System alternatives, develop strategy and make recommendations. Approx. Board Date: TBD Funding Source: Department's FY 2014-15 Operating Budget Existing Agreement: N/A	\$252,785	Public Safety	12 months	
DRP	Permit and Land Management Solutions (PALMS) Implementation Project	Award a two-year contract to Tyler Technologies Inc. to provide a commercial-off-the-shelf (COTS) solution for the Permit and Land Management Solutions (PALMS) Implementation Project. Approx. Board Date: TBD Funding Source: DRP FY 2013-14 Operating Budget Existing Agreement: N/A	TBD	Operations	2 years	
CIO	Amendment Number Two to Contract between the County of Los Angeles and SourceCorp BPS, Inc. for Document Imaging Services	Add the Assesor and Coroner to existing Contract for document imaging services for digitizing documents and optical media. Approx. Board date: TBD Funding Source: Departments' FY 2013-14 and FY 2014-15 Operating Budgets Existing Agreement #: TBD	\$4M	Operations	3 years, through August 2017	

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
CIO	Enterprise IT Security and Privacy Awareness Training Content	<p>Acquisition, content customization, and implementation of the enterprise IT Security and Privacy Awareness training content for use in the County's Learning Net (or Library Management System - LMS). This training content includes HIPAA/HITECH, security best practices, etc. to support Board Policy # 6.111 Security Awareness Training.</p> <p>Approx. Board Date: TBD Funding Source: ITF Existing Agreement: N/A</p>	\$240,000	Operations	N/A	
DHS	Amendment to Agreement with PST Products, dba Per-Se Technologies for development of ORSOS	<p>Amendment to Agreement with PST Products, dba Per-Se Technologies, regarding the Operating Room Scheduling Office System (ORSOS), located at various DHS hospital facilities, for delegated authority to reduce scope of services.</p> <p>Approx. Board Date: TBD Funding Source: DHS FY 2013-14 Operating Budget Existing Agreement: TBD</p>	\$600,000	Health & Mental Health Services	TBD	
LASD	Multimodal Biometric Identification System (MBIS)	<p>Development of an automated biometric identification system to replace current Cogent system.</p> <p>Approx. Board Date: TBD Funding Source: RAND Board Existing Agreement: N/A</p>	TBD	Public Safety	TBD	
DPW	Information Technology Student Interns Program	<p>This action is to award two contracts for an Information Technology Student Interns Program to the following universities: <u>California State University Fullerton</u>, Auxiliary Services Corporation; and <u>California State University Dominguez Hills</u>, College of Business Administration and Public Policy, to provide information technology students with paid internships.</p> <p>Approx. Board Date: TBD Funding Source: DPW FY 2013-14 Internal Service Fund Existing Agreement: N/A</p>	\$300,000/yr	Community & Municipal Services	3 years + two 1-yr extensions + six one-month extensions (66 months total)	