



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

SACHI A. HAMAI  
Chief Executive Officer

**DATE:** October 13, 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 – CONTRACT BETWEEN THE COUNTY OF LOS ANGELES AND CAPITA TECHNOLOGIES SYSTEMS, INC. AND CAPITA TECHNOLOGIES, INC. FOR CASE360 APPLICATION MANAGEMENT SERVICES**  
ISAB/CIO – Ali Farahani and Peter Loo or designee(s)
  - B) **MPS Monthly Update – October 2016**  
ISD – Dave Chittenden or designee
2. Public Comment
3. Adjournment

# Information Systems Advisory Body

## County of Los Angeles



November 1, 2016

**CHAIRMAN**  
Jim McDonnell  
Sheriff

**CHAIR PRO TEM**  
Ali Farahani  
ISAB Director

**ISAB**

Ali Farahani  
Director  
(562) 403-6501

Fernando Angell  
Assistant Director  
(562) 403-6505

Eugene Cabrera  
Director, Project Development  
(562) 403-6513

Duane Nguyen  
Director, Integration Services  
(562) 403-6527

**MEMBERS**

Jim McDonnell  
Sheriff

Sherri R. Carter  
Executive Officer/Clerk  
L.A. Superior Court

Jackie Lacey  
District Attorney

Janice Fukai  
Alternate Public Defender

Sachi Hamai  
Chief Executive Officer

Ronald L. Brown  
Public Defender

Cal Remington  
Interim Chief Probation Officer

Jim Smith  
President, Police Chiefs' Association

Dr. Lakshmanan Sathyavagiswaran  
Interim Chief Medical Examiner

Coroner, Department of the Coroner

James Jones  
Director, Internal Services Department

Charles Beck  
Chief of Police, City of Los Angeles

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:

**CONTRACT BETWEEN THE COUNTY OF LOS ANGELES AND CAPITA  
TECHNOLOGIES SYSTEMS, INC. AND CAPITA TECHNOLOGIES, INC.  
FOR CASE360 APPLICATION MANAGEMENT SERVICES  
(ALL DISTRICTS) (3-VOTES)**

**CIO RECOMMENDATION: APPROVE (X)**

**SUBJECT**

The County of Los Angeles Information Systems Advisory Body is requesting Board approval and delegated authority to execute a Contract with Capita Technologies Systems, Inc. and Capita Technologies, Inc. for the ongoing maintenance, enhancement, and operational support of Case360 Application Management Services software development tool.

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve and authorize the Director of Information Systems Advisory Body (ISAB) to finalize and execute a Contract with Capita Technologies System, Inc. (Capita) and Capita Technologies, Inc. for Case360 Application Management Services (Case360), substantially similar to the attached Contract, for a six-year term at Los Angeles County's right to terminate, with a maximum total contract sum of \$1,500,000 for the maximum term of the Contract.
2. Delegate authority to the Director of ISAB, or his designee, during the six-year term to increase the rate for services for a one-time increase by no more than 10 percent.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The purpose of the recommended Contract is to provide Case360 Application Management Services for the ongoing maintenance, enhancement, and operational support of County Case360 applications implemented using CASE360 application software development tool.

ISAB has acquired from OpenText Corporation, licenses for its member agencies for Case360 application development tool set and related software for development of various applications within the justice community that are currently operating within the Alternate Public Defender, District Attorney, Probation, Public Defender and Sheriff. The County's expanding Case360 portfolio in production includes:

1. DNA Offender Tracking System (DOTS).
2. Alternate Public Defender Document Management System.
3. Sheriff's Records and Identification Bureau Request Tracking System.
4. Sheriff's Electronic Criminal Document Archive (SECDA) System.
5. District Attorney Document Management.
6. Public Defender Forms Project.
7. Public Defender Forms Case Management System.

The Case360 software is an enterprise software platform that require skills and expertise to manage and maintain, including tasks such as setting up and configuring Case360 software applications, addressing application change requests, applying updates and generally assuring the health and reliability of systems. In order to sustain multiple applications in production, a single resource provides economies of scale by having to maintain those critical applications. The application management services under this Contract provide system changes to adapt to Countywide policy changes directed by the Board.

### **Implementation of Strategic Plan Goals**

The public/private partnership between the County of Los Angeles and Capita supports Strategic Plan Goals No. 1, Operational Effectiveness, Goal No. 2, Fiscal Responsibility, and Goal No. 3, Integrated Service Delivery, by providing responsive, efficient and high quality public service through teamwork and collaboration.

### **FISCAL IMPACT/FINANCING**

The maximum County obligation under the proposed Contract is \$1.5 million over the entire Contract term with a one-time up to 10 percent. Funding for this Contract will be provided by current budget allocations with ongoing year costs budgeted each Fiscal Year (FY) beginning with FY 2016-17.

No new net County funds are being requested for this Contract. There are no other fiscal impacts.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

This is not a Proposition A Contract, since approval of this Contract will not displace County employees, and the Services offered under this Contract cannot be performed by the individual County Departments due to the need for specialized skills. Further, ISAB will not require Capita to perform services in excess of the Board approved Contract Sum, scope of work, and/or Contract dates.

The Contract contains all the latest Board required and policy driven provisions, such as consideration of GAIN/GROW Program Participants for Employment, Compliance with Jury Service Program, Safely Surrendered Baby Law, Assignment and Delegation and Budget Reductions.

The Office of the CIO recommends approval of this Contract and the CIO Analysis is attached (Attachment I).

County Counsel has reviewed and approved this Contract as to form.

### **CONTRACTING PROCESS**

On March 23, 2016, the County released a Request for Proposals (RFP) for Case360 Application Management Services. One proposal from Capita was received by the closing date of May 1, 2016. The proposal was evaluated using the County's informed averaging and selected as a qualified after meeting all RFP minimum requirements. The County has selected Capita based upon price, technical capability, and skilled staff.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

This Agreement will support the current level of services and allow ISAB to continue to successfully maintain, support, and ensure its availability to the County's criminal justice enterprise.

### **CONCLUSION**

Upon your Board's approval, it is requested that the Executive Officer, Clerk of the Board of Supervisors, return two (2) adopted stamped copies of the Board letter to: Information Systems Advisory Body, 12750 Center Court Drive, Suite 500, Cerritos, CA 90703, Attention: Fernando Angell, Assistant Director.

Respectfully submitted,

Reviewed By,

Ali Farahani, Director  
Information Systems Advisory Body

Peter Loo  
Acting Chief Information Officer

AF:FA:PF

Attachments (2)

- c: Executive Office, Board of Supervisors
- Chief Executive Office
- County Counsel
- Alternate Public Defender
- Auditor-Controller
- Probation
- District Attorney
- Public Defender
- Sheriff



Peter Loo  
ACTING CHIEF INFORMATION OFFICER

Office of the CIO  
**CIO Analysis**

NUMBER: <b>CA 16 - XX</b>	DATE: 11/1/2016
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SUBJECT:  
**Contract between Los Angeles County and Capita Technologies for Case360 Application Maintenance Services**

RECOMMENDATION:  
 Approve                       Approve with Modification                       Disapprove

CONTRACT TYPE:  
 New Contract     Sole Source  
 Amendment to Contract #:     Other:

CONTRACT COMPONENTS:  
 Software     Hardware  
 Telecommunications     Professional Services

SUMMARY:  
 Department Executive Sponsor: Ali Farahani, Director, Information Systems Advisory Body  
 Description: ISAB is requesting Board approval for a contract with Capita Technologies to provide Application Management Services to support Case360 applications on behalf of the Alternate Public Defender, Sheriff, District Attorney, Public Defender and Probation Department.  
 Contract Amount: \$1,500,000    Funding Source: ISAB Operating Budget  
 Legislative or Regulatory Mandate     Subvened/Grant Funded:

**Strategic and Business Analysis**

PROJECT GOALS AND OBJECTIVES:  
 The proposed application management services are to support Case360 applications currently in production operations – DNA Offender Tracking System (DOTS), Sheriff’s Records and Identification Bureau Request Tracking System and Probation Electronic Document Management System, Alternate Public Defender and District Attorney Document Management Systems.

BUSINESS DRIVERS:  
 Case360 is case management platform for the justice community supported by ISAB. The proposed application management services are necessary for the maintenance and support of the various Case360 implementations by the Alternate Public Defender, Public Defender, Sheriff, District Attorney and Probation Department.

PROJECT ORGANIZATION:  
 The governance and management of the proposed contract is consistent with ISAB’s role in supporting the justice community.

	<p><b>PERFORMANCE METRICS:</b> The services under this contract will be provided on a time and materials basis for technical application support, applying software updates, minor software enhancements and changes, and performing system upgrades.</p> <hr/> <p><b>STRATEGIC AND BUSINESS ALIGNMENT:</b> Case360 is recognized as the case management platform for the County's justice community.</p> <hr/> <p><b>PROJECT APPROACH:</b> Not applicable.</p> <hr/> <p><b>ALTERNATIVES ANALYZED:</b> Capita Technology was the only proposer in response to ISAB's Request for Proposal for Case360 application maintenance services. Capita Technology's Fixed Hourly Rate of \$148.94 is inclusive of travel and incidental expenses for a maximum of 1,680 hours per year (at a not to exceed cost of \$250,000/year), for six years. The previous maintenance contract was at the rate of \$125.00 an hour for a maximum of 3,120 hours per year (not to exceed \$390,000/year) for four years.</p>
<b>Technical Analysis</b>	<p><b>ANALYSIS OF PROPOSED IT SOLUTION:</b> Not applicable.</p>
<b>Financial Analysis</b>	<p><b>BUDGET:</b> Contract costs Ongoing annual costs: Hardware ..... \$ N/A Software ..... \$ N/A Services ..... \$ Not to exceed \$250,000/yr. for 6 yrs.) <b>Total Contract Cost: \$ 1,500,000</b></p>
<b>Risk Analysis</b>	<p><b>RISK MITIGATION:</b></p> <ol style="list-style-type: none"> <li>1. The proposed application management services will ensure that Case360 applications are supported and remain current.</li> <li>2. The Chief Information Security Office (CISO) has reviewed the Contract and did not identify any security issues.</li> </ol>
<b>CIO Approval</b>	<p><b>PREPARED BY:</b> Fred Nazarbegian</p> <hr/> <p>Sr. Associate CIO _____ Date _____</p> <hr/> <p><b>APPROVED:</b> Peter Loo, Acting Chief Information Officer _____ Date _____</p>

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## MPS MONTHLY UPDATE – OCTOBER 2016

- ▶ Completed in September: Probation, DA Phase 2. 23 departments completed.
- ▶ 10,800 total printers installed. 24,500 printers have been replaced. 1,600 printers are in deployment that will replace 4,000 existing printers.
- ▶ Monthly print volume: 45.9 million
  - B&W 91%, Color 9%
- ▶ Uptime:
  - Target: 95%                      Actual: 99.54%
- ▶ Service response:
  - Target: 6 hours max              Actual: .84 hours
- ▶ Service resolution:
  - Target: 12 hours max              Actual: 4.55 hours
- ▶ Current projected cost avoidance/savings is \$11 million annually based on completed installs and designs.

		MPS Devices						
Department	Current Status	Previous Devices	New	Retained	Total	Net Change in Printers	Savings	Est. Completion Date
CIO	Completed	8	4	-	4	(4)	\$ 19,387	Comp
Auditor Controller	Completed	150	91	4	95	(55)	\$ 90,216	Comp
Regional Planning	Completed	106	48	7	55	(51)	\$ 98,023	Comp
Beaches and Harbors	Completed	85	41	22	63	(22)	\$ 76,924	Comp
Mental Health	Completed	1,631	819	72	891	(740)	\$ 437,230	Comp
CEO	Completed	212	113	14	127	(85)	\$ 124,972	Comp
TTC	Completed	321	93	34	127	(194)	\$ 33,161	Comp
DHS High Desert	Completed	523	106	8	114	(409)	\$ 93,666	Comp
DHS MLK	Completed	759	297	7	304	(455)	\$ 186,513	Comp
DHS Harbor UCLA	Completed	1,191	546	51	597	(594)	\$ 284,542	Comp
DHS Rancho	Completed	986	287	53	340	(646)	\$ 174,381	Comp
DHS Admin	Completed	734	282	47	329	(405)	\$ 330,446	Comp
DHS Olive View	Completed	1,103	380	164	544	(559)	\$ 315,940	Comp
DHS LAC+USC	Phase 1	-	360	-	360	360	\$ -	Comp
	Phase 2 (Clinics)	793	132	301	433	(360)	\$ -	Comp
	Phase 3 (IPT, CT, D&T)	1,615	494	367	861	(754)	\$ -	October 2016
	Phase 4	959	321	135	456	(503)	\$ 725,215	December 2016
Sheriff	Misc	61	61	-	61	-	\$ -	Comp
	Hall of Justice	146	146	-	146	-	\$ -	Comp
	Patrol	1,176	626	48	674	(502)	\$ 1,031,168	Comp
	Custody	1,500	1,179	125	1,304	(196)	\$ 759,500	Q4 2016
	Ph 4 Lrg Mixed Use	TBD	TBD	TBD	TBD	TBD	TBD	Q1 2017
Ph 5 Transit	Future	TBD	TBD	TBD	TBD	TBD	TBD	TBD

Department	Current Status
<i>Ph 6 Courts, Ctywide Srvs</i>	Future
<i>Ph 7 Remaining</i>	Future
<b>Probation</b> <i>Phase 1</i>	Completed
<b>Public Health</b>	Completed
<b>Alt Pub Def</b>	Completed
<b>Ag Commissioner</b>	Completed
<b>DHR</b>	Completed
<b>Public Defender</b>	Design Approval
<b>District Attorney</b> <i>Phase 1</i>	Completed
<i>Phase 2</i>	Completed
<i>Phase 3</i>	Deployment
<b>Fire</b> <i>Phase 1</i>	Completed
<i>Fire Stations</i>	Completed
<i>Phase 3</i>	Deployment
<i>Phase 4</i>	Design Approval
<b>ISD</b>	Completed
<b>DCFS</b>	Completed
<b>CSSD</b> <i>Phase 1</i>	Completed
<i>Phase 2</i>	Completed
<i>Phase 3</i>	Completed
<i>Phase 4</i>	Completed
<i>Phase 5</i>	Future Design
<b>Registrar Recorder</b>	Completed

MPS Devices							
Previous Devices	New	Retained	Total	Net Change in Printers	Savings	Est. Completion Date	
TBD	TBD	TBD	TBD	TBD	TBD	TBD	
TBD	TBD	TBD	TBD	TBD	TBD	TBD	
3,587	725	162	887	(2,700)	\$ 845,455	Comp	
2,624	884	57	941	(1,683)	\$ 965,721	Comp	
134	30	72	102	(32)	\$ 3,587	Comp	
67	25	14	39	(28)	\$ 40,438	Comp	
124	55	29	84	(40)	\$ 20,573	Comp	
386	180	6	186	(200)	\$ 370,935	TBD	
200	108	27	135	(65)	\$ -	Comp	
1,581	295		295	(1,286)	\$ 658,995	Comp	
-	196	-	196	196	\$ -	November 2016	
22	22	-	22	-	\$ -	Comp	
170	168	-	168	(2)	\$ -	Comp	
98	98	-	98	-	\$ -	Q4 2016	
1,575	320	-	320	(1,255)	\$ 134,233	Q1 2017	
645	127	30	157	(488)	\$ 426,967	Comp	
1,346	1,197	18	1,215	(131)	\$ 1,419,457	Comp	
395	41	116	157	(238)	\$ 47,966	Comp	
186	27	66	93	(93)	\$ 13,503	Comp	
38	19	19	38	-	\$ -	Comp	
25	10	5	15	(10)	\$ -	Comp	
31	31	-	31	-	TBD	Q4 2016	
865	196	441	637	(228)	\$ 205,389	Comp	

Department	Current Status	MPS Devices						Est. Completion Date
		Previous Devices	New	Retained	Total	Net Change in Printers	Savings	
Assessor	<i>Pilot</i>							
	<i>Rest of Assessor</i>							
Consumer Affairs	Completed	561	TBD	TBD	TBD	TBD	TBD	TBD
DPSS	<i>Phase 1</i>	-	TBD	TBD	TBD	TBD	TBD	TBD
	<i>Phase 2 = 24 offices</i>	39	25	1	26	(13)	\$ 18,572	Comp
	<i>Phase 3 = 45 Offices</i>	748	442	23	465	(283)	\$ 31,262	Comp
Public Works	Completed	2,400	TBD	TBD	TBD	TBD	TBD	TBD
Public Library	Deployment	TBD	TBD	TBD	TBD	TBD	TBD	December 2017
Medical Examiner - Coroner	Completed	1,483	523	94	617	(866)	\$ 473,079	Comp
Animal Care & Control	Completed	1,586	604	23	627	(959)	\$ 197,718	December 2016
Community & Senior Services	Completed	99	53	21	74	(25)	\$ 33,272	Comp
Military & Veterans Affairs	Completed	101	70	-	70	(31)	\$ 62,570	Comp
County Counsel	Completed	111	85	-	85	(26)	\$ 76,615	Comp
Parks & Recreation	Completed	27	5	16	21	(6)	\$ 7,564	Comp
<b>TOTALS</b>		473	122	4	126	(347)	\$ 137,155	Comp
		265	81	26	107	(158)	\$ 89,567	Comp
		36,051	13,190	2,729	15,919	(20,132)	\$ 11,061,877	