



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

FESIA A. DAVENPORT  
Acting Chief Executive Officer

**DATE:** September 23, 2020  
**TIME:** 2:00 p.m. – 4:00 p.m.  
**LOCATION:** **TELECONFERENCE CALL-IN NUMBER: (415)655-0001**  
**TELECONFERENCE ID: 927075833**

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

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

[Join meeting](#)

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

**AGENDA**

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

1. **Call to order – Rick Velasquez/Gevork Simdjian**
2. **INFORMATIONAL ITEM(S):**  
**(5 minutes)**
  - A) Board Letter:  
ACQUISITION OF MAIL PROCESSING EQUIPMENT TO REPLACE END-OF-LIFE HARDWARE FOR THE DEPARTMENT OF TREASURER AND TAX COLLECTOR MAILROOM OPERATIONS  
TTC– Keith Knox, Treasurer and Tax Collector and  
Elizabeth Ginsberg, Chief Deputy Treasurer and Tax Collector
  - B) Board Letter:  
REQUEST APPROVAL OF SOLE SOURCE CONTRACT #20-003 WITH KONNECH, INC. FOR POLLCHIEF  
RR/CC – Dean Logan, Registrar-Recorder/County Clerk

**CONTINUED ON PAGE 2**

3. **PRESENTATION/DISCUSSION ITEMS:**

None available.

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

5. **Adjournment**

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**FUTURE AGENDA TOPICS**

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**CALENDAR LOOKAHEAD:**

TTC – ISSUANCE AND SALE OF LA COUNTY PUBLIC WORKS FINANCING AUTHORITY LEASE REVENUE BONDS, SERIES 2020 (LACMA BUILDING FOR THE PERMANENT COLLECTION PROJECT)

MUSEUM OF NATURAL HISTORY – AUTHORIZATION TO OPEN MUSEUM INTERIORS IN ACCORDANCE WITH THE REQUIREMENTS OF THE STATE OF CALIFORNIA AND THE COUNTY

DPSS/CEO/RE – EIGHT-YEAR LEASE OF DEPARTMENT OF PUBLIC SOCIAL SERVICES FOR OFFICE SPACE AT 5460 BANDINI BOULEVARD, BELL

## BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

Board Letter

Board Memo

Other

<b>OPS CLUSTER AGENDA REVIEW DATE</b>	9/23/2020	
<b>BOARD MEETING</b>	10/13/2020	
<b>DELEGATED AUTHORITY BOARD LETTER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>SUPERVISORIAL DISTRICT AFFECTED</b>	All	
<b>DEPARTMENT</b>	Treasurer and Tax Collector	
<b>SUBJECT</b>	Acquisition of mail processing equipment to replace end-of-life hardware for the Department of Treasurer and Tax Collector mailroom operations	
<b>PROGRAM</b>	Mailing Services	
<b>SOLE SOURCE CONTRACT</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
<b>DEADLINES/ TIME CONSTRAINTS</b>	November 2020	
<b>COST &amp; FUNDING</b>	Total cost: \$743,980.75	Funding source: Committed Fund for Remittance Processing Equipment and Mailroom Equipment Replacement
	TERMS (if applicable):	
	Explanation: Funding previously set aside in the obligated fund committed for TTC remittance processing and mailroom equipment was transferred to the Department's operating budget during the FY 2020-21 Supplemental budget.	
<b>PURPOSE OF REQUEST</b>	Per County Policy, Board approval is required when individual equipment components exceed \$250,000. This request is for approval to replace end-of-life equipment.	
<b>BACKGROUND (include internal/external issues that may exist)</b>	The TTC processes several thousand pieces of outgoing mail daily including mail for other County departments such as Animal Care and Control, Public Works, Probation, and the Department of Human Resources. Outgoing mail includes but is not limited to various types of bills that generate revenue for the TTC and client departments.	
<b>DEPARTMENTAL AND OTHER CONTACTS</b>	Name, Title, Phone # & Email: <ul style="list-style-type: none"> <li>• Keith Knox, Treasurer and Tax Collector, (213) 974-2101, <a href="mailto:kknox@ttc.lacounty.gov">kknox@ttc.lacounty.gov</a>.</li> <li>• Elizabeth Ginsberg, Chief Deputy TTC, (213) 974-0703, <a href="mailto:eginsberg@ttc.lacounty.gov">eginsberg@ttc.lacounty.gov</a></li> <li>• Navjot Kaur, Administrative Deputy, (213) 974-2184, <a href="mailto:nkaur@ttc.lacounty.gov">nkaur@ttc.lacounty.gov</a></li> </ul>	



**KEITH KNOX**  
TREASURER AND TAX COLLECTOR

# COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 437, Los Angeles, California 90012  
Telephone: (213) 974-2101 Fax: (213) 626-1812  
ttc.lacounty.gov and propertytax.lacounty.gov

Board of Supervisors  
**HILDA L. SOLIS**  
First District  
**MARK RIDLEY-THOMAS**  
Second District  
**SHEILA KUEHL**  
Third District  
**JANICE HAHN**  
Fourth District  
**KATHRYN BARGER**  
Fifth District

October 13, 2020

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

Dear Supervisors:

**ACQUISITION OF MAIL PROCESSING EQUIPMENT TO REPLACE END-OF-LIFE  
HARDWARE FOR THE DEPARTMENT OF TREASURER AND TAX COLLECTOR  
MAILROOM OPERATIONS  
(3 VOTES)**

**SUBJECT**

The Department of Treasurer and Tax Collector (TTC) requests approval to purchase mail processing equipment hardware and software with a unit cost greater than \$250,000 to meet the needs of the TTC and the County departments it serves.

**IT IS RECOMMENDED THAT YOUR BOARD:**

Authorize the TTC to purchase mail processing equipment for a total capital asset expenditure not to exceed \$743,980.75 to replace end-of-life mail processing equipment at TTC's mailroom located at the Kenneth Hahn Hall of Administration.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS**

The TTC processes several thousand pieces of outgoing mail daily including mail for other County departments such as Animal Care and Control, Public Works, Probation, and the Department of Human Resources. Outgoing mail includes but is not limited to various types of bills that generate revenue for the TTC and client departments. Per County Policy, Board approval is required when individual equipment components exceed \$250,000. This request is for approval to replace end-of-life equipment.

**Implementation of Strategic Plan Goals**

The acquisition of new mail processing equipment will meet the County's Strategic Plan Goal of "Realizing Tomorrow's Government Today by pursuing operational effectiveness, fiscal responsibility and accountability." If approved, the new equipment will meet the

The Honorable Board of Supervisors  
October 13, 2020  
Page 2

United States Postal Service postal standards and allow the County to continue to benefit from reduced postage costs.

**FISCAL IMPACT/FINANCING**

Sufficient funding for the purchase of the mail processing equipment is included in TTC's FY 2020-21 Final Adopted budget.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

This request complies with the County Equipment Policy that your Board approved on October 16, 2001. This policy requires that departments obtain Board approval to purchase or finance equipment with a unit cost of \$250,000 or greater. On March 31, 2020, your Board approved a motion to delegate this authority to the Chief Executive Office (CEO).

**CONTRACTING PROCESS**

This procurement falls under the statutory authority of the County's Purchasing Agent and will be accomplished in accordance with the County's Purchasing Policies and Procedures. This equipment will be purchased using the current Master Agreement with Pitney Bowes.

**IMPACT ON CURRENT SERVICES**

Your approval will ensure that the TTC can acquire the necessary mail processing equipment to continue to provide mailing services for TTC and other County departments at discounted postage rates.

Respectfully submitted,

KEITH KNOX  
Treasurer and Tax Collector

KK:EG:NK:JAB:rd

Enclosures

c: Acting Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

**BOARD LETTER/MEMO – FACT SHEET  
OPERATIONS CLUSTER**

Board Letter

Board Memo

Other

<b>OPS CLUSTER AGENDA REVIEW DATE</b>	9/23/2020	
<b>BOARD MEETING</b>	10/13/2020	
<b>DELEGATED AUTHORITY BOARD LETTER</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No    OPS Deputies request all VSAP related BLs go to the Board.	
<b>SUPERVISORIAL DISTRICT AFFECTED</b>	ALL	
<b>DEPARTMENT</b>	RR/CC	
<b>SUBJECT</b>	REQUEST APPROVAL OF SOLE SOURCE CONTRACT #20-003 WITH KONNECH, INC. FOR POLLCHIEF	
<b>PROGRAM</b>	Voting Solutions for All People (VSAP)	
<b>SOLE SOURCE CONTRACT</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If Yes, please explain why: On October 10, 2019, ISD issued a purchase order (PO) to Konnech Inc. (PO-RR-20006222-1) for a one-year PollChief commercial, off the shelf software license for \$99,900 for RR/CC to utilize for March 2020 Election. To account for the necessary customizations required for RR/CC to utilize this solution for LA County's recruitment process, a second PO was issued to Konnech (PO-RR-21005183-1), in July 2020 for \$199,999. Konnech provides a proprietary software product and is the only authorized maintenance and support service provider for PollChief.</p> <p>Approval of Contract #20-003 will provide long term, continued use of PollChief licenses and additional software modifications and customizations as well as on-going System Maintenance. RR/CC will have the necessary tools for the recruitment of Vote Center and Election Workers for the November 2020 Election, and to also meet all future needs beyond the November 2020 Election as indicated in our April 27, 2020 VSAP Board Report. We are seeking authority to execute a contract for licensing and services.</p>	
<b>DEADLINES/ TIME CONSTRAINTS</b>	The expiration of the current license is October 22, 2020. It is a continued critical need for the County to secure a PollChief license renewal for uninterrupted services for the November 2020 election and future elections.	
<b>COST &amp; FUNDING</b>	Total cost: \$ Pending contract negotiations. Estimated Total Cost \$2,195,500	Funding source: Funding for year 1 at \$595,000 is included in the Fiscal Year 2020-21 Registrar-Recorder/County Clerk - VSAP Budget. Funding for future fiscal years will be requested by RR/CC through the annual FY budget process.
	TERMS (if applicable):	
	Explanation:	
<b>PURPOSE OF REQUEST</b>	To request approval of Sole Source Contract #20-003 with Konnech, Inc for PollChief.	
<b>BACKGROUND (include internal/external issues that may exist)</b>	PollChief is a web-based, high performance election management software that organizes the administration of elections. The RR/CC is seeking a license renewal, plus additional customizations to the product for use in upcoming elections which will track activities related to Vote Center and Election Worker recruitment.	
<b>DEPARTMENTAL AND OTHER CONTACTS</b>	Name, Title, Phone # & Email: Dean Logan, RR/CC, (562) 462-2716 & DLogan@rrcc.lacounty.gov	



DEAN C. LOGAN  
Registrar-Recorder/County Clerk

October 13, 2020

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:

**REQUEST APPROVAL OF SOLE SOURCE CONTRACT #20-003 WITH KONNECH, INC.  
FOR POLLCHIEF  
(ALL DISTRICTS) (4 VOTES)**

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

**SUBJECT**

The Department of Registrar-Recorder/County Clerk (Department) requests approval to execute Sole Source Contract #20-003 with Konnech, Inc to renew the PollChief Software License, Hosting, Customization and Maintenance and Support (M&S) services. PollChief is a web-based, high-performance election management software that organizes the administration of elections. The current PollChief license expires on October 22, 2020.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the Registrar-Recorder/County Clerk (RR/CC), or designee, to execute a Sole Source Contract substantially similar to Attachment I effective for a period of three (3) years unless sooner extended or terminated in whole or in part, with two (2) one-year option terms, for an aggregate term of five (5) years. The contract sum over the potential maximum term is \$2,195,000. The estimated cost breakdown is \$595,000 for FY 20-21; \$400,000 for FY 21-22; \$400,000 for FY 22-23; \$400,000 for FY 23-24; \$400,000.
2. Delegate authority to the RR/CC, or designee, to negotiate and execute amendments to: (i) exercise option terms, (2) make changes Statement of Work as operationally necessary, provided that County Counsel approval is obtained, and (3) to make any other necessary changes which do not materially alter any term or condition of the Contract.

3. Delegate authority to the RR/CC, or designee, to execute change orders for additional work for system enhancements and customizations with allocated pool dollars included as part of the original contract sum of \$2,195,000 provided that approval from Chief Information Office and County Counsel is obtained.
4. Delegate authority to the RR/CC, or designee, to terminate the Contract as necessary provided that County Counsel approval is obtained.
5. Delegate authority to the RR/CC, or designee, to execute changes to the original Contract sum of \$2,195,000 including an increase of no more than ten percent (10%) total over the potential maximum sum provided that approval from Chief Executive Office and County Counsel approval is obtained.

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

The current PollChief license expires on October 22, 2020. Approval of Contract #20-003 with Konnech will allow the RR/CC to continue using PollChief software to prepare and coordinate the November 3, 2020 Presidential election. PollChief is an online election tool used by election staff to manage and coordinate election logistic activities, vote center locations, poll workers, voting equipment inventory and more.

Due to the complexity of elections conducted in Los Angeles County, and the new Voting Solutions for All People (VSAP) voting model, services will include additional software customization, hosting, and M&S services to meet the needs of Los Angeles County for all future elections.

#### **PollChief Procurement History**

On October 10, 2019, a purchase order (PO) was issued to Konnech Inc. (PO-RR-20006222-1) for a one-year PollChief commercial off the shelf software license for \$99,900 for online access to the Poll Location Management System, Poll Worker Management System, Poll Worker Application Portal and Election Work Account to manage election staffing and equipment.

To account for the necessary customizations required for the November 2020 Election, a second PO was issued to Konnech (PO-RR-21005183-1) for \$199,999. Approval of Contract #20-003 will provide long term, continued use of PollChief and additional software modifications required under VSAP for future elections.

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

This request supports the County Strategic Plan as follows:

Goal No. III, Technology/Innovation: Improve the use of technology so that Department personnel can work together efficiently to solve workplace challenges.

### **FISCAL IMPACT/FINANCING**

The estimated cost of the recommended contract, including amendments and pool dollars is \$2,195,000. If the ten percent (10%) contingency is utilized, the total contract cost will increase by \$219,500 to \$2,414,500. Funding for year 1 at \$595,000 is included in the Fiscal Year 2020-

21 Registrar-Recorder/County Clerk - VSAP Budget. Funding for future fiscal years will be requested by RR/CC through the annual FY budget process.

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

The RR/CC has determined that provisions of the County's Living Wage Program (County Code Chapter 2.201) and the County's Low-Cost Labor Resource Program (Board Policy 5.030) do not apply to this Contract.

The Contract contains Board required provision including those about consideration of qualified County employees targeted for layoff, as well as eligible GAIN/GROW participants for employment openings, compliance with Jury Duty Ordinance, Safely Surrendered Baby Law, and Child Support Compliance Programs. The Contract also requires Konnech Inc. to notify the County when the Contract term is within six (6) months from expiration and when it has reached seventy-five percent (75%) of the authorized Contract Sum.

### **CONTRACTING PROCESS**

In accordance to Board Policy 5.100, the Board Notification with the intent to negotiate a sole source contract with Konnech was discussed at the Operations Cluster meeting and sent to Board Offices on August 19, 2020. Contract negotiations commenced after a four (4) week period. The required sole source checklist (Attachment II) identifies the Department's need for a Sole Source Contract with Konnech.

The Chief Executive Office (CEO) has reviewed and recommends approval of this Board letter. CEO Risk Management Branch has reviewed and approved the insurance and indemnification provisions in the recommended sole source Contract as to form. The Chief Information Office (CIO) recommends approval of this request and a formal CIO Analysis is attached (Attachment III). County Counsel has reviewed this Board letter and approved as to form the attached Contract.

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

Your Board's approval of the noted actions will allow RR/CC to continue using PollChief in preparation of the upcoming November 3, 2020 Presidential General Election all future elections in Los Angeles County.

Respectfully submitted,

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

WILLIAM KEHOE  
Chief Information Officer

DCL:DM

VW:ca

Enclosures

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



# CIO ANALYSIS

**William S. Kehoe**  
CHIEF INFORMATION OFFICER

BOARD AGENDA DATE:  
10/13/2020

**SUBJECT:**

**APPROVAL OF SOLE SOURCE CONTRACT WITH KONNECH, INC. FOR POLLCHIEF**

**CONTRACT TYPE:**

New Contract       Sole Source       Amendment to Contract #:

**SUMMARY:**

**Description:** The Registrar-Recorder/County Clerk (RR/CC) is requesting delegated authority to execute a Sole Source Contract with Konnech, Inc. to renew the PollChief Software License, Hosting, Customization and Maintenance & Support services. The PollChief licenses that were acquired via a Purchase Order in October, 2019 will expire on October 22, 2020. PollChief is a web-based election management system that organizes the administration of elections. The proposed contract is fixed-cost, deliverables-based and the term is three (3) years, with two (2) one-year option terms, for an aggregate term of five (5) years.

RR/CC is also requesting delegated authority to negotiate and execute amendments to exercise option terms, make changes to the Statement of Work (SOW) as operationally necessary, provided that County Counsel approval is obtained, and make any other necessary changes which do not materially alter any term or condition of the contract.

Also, RR/CC is requesting delegated authority to execute change orders for additional work for system enhancements and customizations provided that approval from the Chief Information Office and County Counsel is obtained.

Additionally, RR/CC is requesting delegated authority to terminate the contract as necessary provided that County Counsel approval is obtained.

Finally, RR/CC is requesting delegated authority to execute changes to the original contract, including an increase of no more than ten percent (10%) over the maximum sun provided that approval from the Chief Executive Office and County Counsel is obtained.

Contract Amount: \$2,414,500, pending final contract negotiations

SOLE SOURCE CONTRACT WITH KONNECH, INC.

FINANCIAL ANALYSIS:

Contract costs:

Ongoing annual costs:		
Maintenance & support .....	\$	595,000
<b>Sub-total Contract Costs: .....</b>	<b>\$</b>	<b>595,000</b>
<b>Total contract costs:.....</b>	<b>\$</b>	<b>2,414,500</b>

Notes:

THE ESTIMATED COST OF THE CONTRACT, INCLUDING AMENDMENTS AND POOL DOLLARS IS \$2,195,000. IF THE TEN PERCENT (10%) CONTINGENCY IS UTILIZED, THE TOTAL CONTRACT COST WILL INCREASE BY \$219,500 TO \$2,414,500. FUNDING FOR YEAR 1 (\$595,000) IS INCLUDED IN THE RR/CC FISCAL YEAR (FY) 2020-21 VSAP BUDGET. FUNDING FOR FUTURE FISCAL YEARS WILL BE REQUESTED BY RR/CC THROUGH THE ANNUAL BUDGET PROCESS.

RISKS:

1. **Quality, Cost and Schedule** - as with any system implementation project, there are risks related to quality, cost and schedule.

- The Office of the CIO (OCIO) reviewed the contract and Statement of Work (SOW) and made various recommendations, which were implemented by the RR/CC
- The department has mitigated the quality risks by developing a well-defined Statement of Work (SOW) to address the department's needs in the areas of Poll Worker and Vote Center administration and tracking
- The contract identifies all required implementation services including system set-up, installation, testing and training
- The contract also has provisions for optional work (at the County's request) to address future system customizations and modifications
- The contract requires the vendor to develop a Quality Assurance Plan and the department worked with County Counsel to include provisions for Technology Errors and Omissions (\$10 million), Privacy/Network Security Liability (\$2 million) and Liquidated Damages for failure to meet defined service levels
- The SOW identifies 15 key deliverables and requires the contractor to collaborate with other RR/CC technology partners, develop a system testing strategy, develop a training curriculum, provide project management and oversight for the system implementation, provide web hosting services and system maintenance and support
- System performance requirements and problem resolution provisions are also defined.
- The cost risks have been mitigated by making this a fixed-price contract, and the contractor is obligated to provide project deliverables as specified in the SOW.

However, because of the notification requirements for sole source contracts, there is a contract risk related to timing. The RR/CC will have limited time to negotiate the final contract prior to

SOLE SOURCE CONTRACT WITH KONNECH, INC.

Board submission. This could create issues related to the contractor's acceptance of the County's terms and conditions. Although the deliverables in this SOW are primarily for post election system enhancements, hosting and licensing, as of this date, the current system is still in development and test.

This contract is consistent internal and third-party recommendations regarding the need for a long-term contract with favorable terms, conditions and protections for the RR/CC and the County for a critical system to manage Poll Worker and Vote Center activity prior to the November 3, 2020 election.

**2. Information Security** – The Office of the County's Information Security Officer has provided County Counsel the latest approved Information Security language for inclusion into the contract.

PREPARED BY:

\_\_\_\_\_  
HENRY BALTA, DEPUTY CHIEF INFORMATION OFFICER

\_\_\_\_\_  
DATE

APPROVED:

\_\_\_\_\_  
WILLIAM S. KEHOE, COUNTY CHIEF INFORMATION OFFICER

\_\_\_\_\_  
DATE