



## LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN

Registrar-Recorder/County Clerk

January 28, 2022

TO: Supervisor Holly J. Mitchell, Chair  
Supervisor Hilda L. Solis  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM: Dean C. Logan *Dean*  
Registrar-Recorder/County Clerk

### **NOTICE OF INTENT TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER NUMBER 06-3606 AND 06-3561 WITH IMPEX TECHNOLOGIES, INC.**

This is to notify you of the intent of the Registrar-Recorder/County Clerk (RR/CC) to request the Internal Services Department to amend the current Information Technology Support Services Master Agreement (ITSSMA) Work Order (WO) No. 06-3606 with IMPEX Technologies, Inc. (Contractor) to increase the WO amount by \$40,000, changing the WO total maximum from \$572,257 to \$612,257, and WO No. 06-3561 with Contractor to increase the WO amount by \$52,752, changing the WO total maximum from \$598,998 to \$651,750.

In accordance with ITSSMA Guidelines, prior notice to your Board is required for projects that will exceed \$300,000.

### **BACKGROUND**

With the implementation of the Voting Solutions for All People (VSAP), the RR/CC added two (2) consultants to support the administration, configuration, programming, deployment, and support for the Ballot Marking Device/Ballot Management Systems (BMD/BMG) network, which is comprised of virtual/physical machines with different Linux operating systems, extensive number of open-source databases, application servers, and complete network infrastructure used for election support.

In addition, the Department added two additional data centers to support the new enterprise election systems requiring additional support, which was accomplished by adding two (2) consultants.

Utilizing the ITSSMA process, RR/CC issued a WO with Contractor to provide consultant services.

The current WOs are in effect from February 01, 2021 thru March 31, 2022, for the total maximum amount of \$299,999 each. Under these WOs, the consultants provided support for the administration, configuration, programming, deployment of the BMD/BMG network, implementation, maintenance and support of Next Generation Firewall, server and data center migrations, as well as remediation of critical server vulnerabilities. Amending the WOs amount will enable continuation of this support through additional phases of this project.

### **SCOPE OF WORK**

The Scope of Work includes the administration, management, planning, design, coordination, deployment, implementation, and support of BMD/BMG network of the VSAP environment. This also includes conducting firmware and software upgrades of the existing infrastructure, and a complete buildout of a development and test environment that mimics the current production environment, migration of legacy physical and virtual servers to private cloud environment, implementing and maintaining a Next Generation Firewall, conduction firmware and software upgrades to maintain Cisco/Nexus series and HP Aruba switches across multiple data centers. This work also includes the remediation of security risks uncovered from the governance, risk, and compliance assessment conducted by AT&T Cybersecurity team. Furthermore, consultants will interact with the County staff assigned to the project to facilitate a transfer of knowledge.

Under the direction of the RR/CC Information Technology Bureau (ITB), the Scope of Work for the Contractor continues to include the following:

- Identify, troubleshoot, and resolve complex BMD/BMG network connectivity.
- Participate in the deployment of applications into the environments using deployment tools such as Jenkins, Bitbucket and/or Ansible, etc.
- Support applications and components such as Application Performance Monitoring (APM) servers, APM load balancers, MySQL, Kafka servers, Nginx servers, Infoblox servers, ClearPass servers, and custom software performing business logic.
- Provide written and verbal communications to internal and external customers, RR/CC management, and other County department managers and technical staff.
- Provide knowledge transfer to the RR/CC ITB team through training and mentoring.

- Document BMD/BMG implementation plans, operating procedures, processes, and configuration as necessary to support the operational activities related to VSAP.
- The consultant shall represent ITB when attending meetings or providing BMD/BMG related expertise to internal and external customers.
- Develop and support application and Operating System with the components offline from the source code.
- Collaborate and triage with other teams of varying technical disciplines to effectively resolve incidents.
- Configuring and maintain automated deployments to appropriate applications/environments using Jenkins.
- Administer, manage, maintain, configure, support, and deploy multiple flavors of Linux operating systems.
- Management of the network infrastructure including monitoring of the network traffic and blocking potential cyber-attacks.
- Administration, management, maintenance, and deployment of Virtual Machine instances in Amazon Web Services/VMware as needed per requirement.
- Perform database system tuning administration, maintenance, and support of backup/recovery for business continuity process.
- Designing Solutions by Analyzing applications and systems in a Linux-based environment to ensure proper and efficient performance as outlined in the project documentation are met.

## **JUSTIFICATION**

Currently, there is no permanent resource in ITB available possessing the highly specialized skills required for the support of the new system. Using the ITSSMAs has helped bridge the resource gap and allowed the Department to keep up with the technology requirements to conduct elections in Los Angeles County. The original amount was based on consultants with no overtime factored in; and, due to the unplanned VSAP 3.0, the certification process in collaboration with Secretary of State, which were time-sensitive, resulted in mandatory overtime and has depleted the WOs.

## **FUTURE SUSTAINABILITY**

At the end of this project, RR/CC will need additional permanent staff within ITB. The permanent staffing will be requested through the formal budget process.

## **FISCAL IMPACT**

The consultant's hourly rate for WO 06-3606 will remain the same. The maximum WO amount will be increased by \$40,000, to a maximum WO amount of \$612,257.

The consultant's hourly rate for WO 06-3561 will remain the same. The maximum WO amount will be increased by \$52,752, to a maximum WO amount of \$651,750.

**NOTIFICATION TIMELINE**

Consistent with ITSSMA policies and procedures, I am informing your Board of our intent to proceed with this WO amendment. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, RR/CC will proceed with this WO amendment in accordance with County policy.

If you have any questions or require additional information, I can be reached at (562) 462-2716, via email at [dlogan@rrcc.lacounty.gov](mailto:dlogan@rrcc.lacounty.gov), or your staff may contact Aman Bhullar, Assistant Registrar-Recorder/County Clerk – Information Technology Bureau, at (562) 462-2714, via email at [abhullar@rrcc.lacounty.gov](mailto:abhullar@rrcc.lacounty.gov).

DCL:JG  
AB:dt

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Chief Information Officer  
Director, Internal Services Department