



## LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN

Registrar-Recorder/County Clerk

April 24, 2024

TO: Supervisor Lindsey P. Horvath, Chair  
Supervisor Hilda L. Solis  
Supervisor Holly J. Mitchell  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

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

### **NOTIFICATION OF REQUEST TO AMEND THE ENTERPRISE SERVICES MASTER AGREEMENT (ESMA) WO E2-208**

This is to inform your Board of the Registrar-Recorder/County Clerk's (RR/CC) intent to revise the Internal Services Department (ISD) Enterprise Services Master Agreement (ESMA) Work Order (WO) No. E2-208 (formerly E1-126) with HSO Enterprise Solutions, LLC. The proposed amendment seeks to augment the WO's maximum amount by \$110,607, raising the total from \$2,030,000 to \$2,140,607. The additional funds are crucial to address the challenges posed in the development of RR/CC's new Financial Accounting System (FAS), which is the bridge between RR/CC's point of sale system, Joint Enterprise Development Infrastructure (JEDI), and the electronic Countywide Accounting Program (eCAPS). The amendment is addressing primarily maintenance and support by HSO Enterprise Solutions. This amendment is adding a system information drop form, additional training required to ensure successful go-live, and additional bi-weekly project meetings. The budget increase will be covered by existing RR/CC funds for the current year. As stipulated by the ESMA guidelines, any WO exceeding \$500,000 requires prior notice to the Board.

### **BACKGROUND**

In Fiscal Year 2023-2024, RR/CC began work on the development of our new FAS with HSO Enterprise Solutions, LLC. This was RR/CC's effort to effectively alleviate significant manual efforts/workflows through the Department's databases and worksheets with a Microsoft Dynamics 365 Financial Accounting System.

The Department discovered that direct eCAPS integration was not viable at this time. Amendment One (1) was issued to separate the JEDI integration and eCAPS integration with no project cost adjustment while the Department assessed the eCAPS integration component with HSO Enterprise Solutions, LLC. Amendment Two (2) was issued to provide new automated reports preparing the entry into eCAPS and downloading appropriate eCAPS revenue detail reports to cross-reference the reconciliation efforts between the three (3)

systems. This cross-reference process took significant efforts within RR/CC to ensure appropriate eCAPS reports were available for upload into the FAS to ensure maximum automation and reduce manual workflows and added an additional two (2) months of work. Amendment Three (3) is being requested to extend time to develop a system information drop form for the reconciliation efforts between D365 and eCAPS, to provide onsite training to assist with knowledge transfer and facilitate learning, and to add two additional bi-weekly project status reports due to the extension of the project timeline.

### **SCOPE OF WORK**

Under WO Amendment Three (3), the requested funding increase will enable the team of HSO Enterprise Solutions, LLC developers to develop a system information drop form for the reconciliation efforts between D365 and eCAPS, to provide onsite training to assist with knowledge transfer and facilitate learning, and to add two additional bi-weekly project status reports due to the extension of the project timeline.

### **JUSTIFICATION**

Since completing Amendments One (1) and Two (2), the Department identified the need to develop a system information drop form for reconciliation between D365 and eCAPS. In addition, more training and project management support is needed to complete the project.

### **FINAL IMPACT**

WO E2-208 Amendment Three (3) will increase the overall project amount by \$110,607 for a total of \$2,140,607. This amendment is funded by existing RR/CC funds for Fiscal Year 2023-24 and maintenance and Net County Cost funding within Fiscal Year 2024-25 has been requested within the FY 2024-25 budget request.

### **CONCLUSION**

Consistent with ESMA policies and procedures, we are informing the Board of our intent to proceed with this WO E2-208 Amendment Three (3). 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 amendment according to County policy.

If you have any questions, please contact me at (562) 462-2716 or [dlogan@rrcc.lacounty.gov](mailto:dlogan@rrcc.lacounty.gov). Your staff may also contact Jennifer Storm, Finance Management Division Manager, at (562) 888-4312 or email at [jstorm@rrcc.lacounty.gov](mailto:jstorm@rrcc.lacounty.gov).

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