December 20, 2024

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

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

NOTIFICATION OF REQUEST TO AMEND THE ENTERPRISE SERVICES MASTER AGREEMENT (ESMA) WO E2-235

This is to inform your Board of the Registrar-Recorder/County Clerk's (RR/CC) intent to amend the Internal Services Department (ISD) Enterprise Services Master Agreement (ESMA) Work Order (WO) No. E2-235 with IMPEX Technologies, Inc. The proposed amendment seeks to augment the WO's maximum amount by $540,000, raising the total from $1,150,000 to $1,690,000. The additional funds are crucial to address the challenges posed in the development and on-going support of RR/CC's mission critical Election Management System (EMS), which is the bridge between RR/CC's voter registration and election management systems, Joint Enterprise Development Infrastructure (JEDI), ePulse voter verification solution, Geographic Information System (GIS), PollChief and other election support systems. The amendment is due to additional development required to enhance automation and report out in various reports by IMPEX Technologies, Inc. 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 2009, the RR/CC initiated a new voting system to modernize its voting systems infrastructure using an open, transparent, data-driven process that fully engages the public. This was finally completed and fully deployed for first-time use in both the 2020 Primary Election and November 2020 General Election. In addition, the RR/CC will continue to conduct elections for all of Los Angeles County in the years to come and beyond.

The RR/CC maintains a high-availability environment which includes network administration and monitoring, storage management, complex operating systems, server administration, network security, and comprehensive backup and restore solutions. The work on the data center infrastructure will be comprised of Cisco equipment, VMware, HP servers, and storage arrays. There is legacy data center equipment that has reached end-of-life and the migration to a new platform will require a network, storage, and VMware server expertise to design, configure, implement, and migrate to a new server platform.

Elections required the deployment of various air-gapped environments, which, in turn, required deploying election security infrastructures to protect individual election systems air-gapped. This also will protect from both internal and external threats, malware, intrusions, etc. These measures are in support of recommendations from the Department of Homeland Security (DHS) and the Cybersecurity and Infrastructure Security Agency (CISA) that has deemed election systems critical infrastructure by DHS.

The RR/CC aims to achieve the following:

- Establish a reliable and secure technological foundation to support the Election Management System (EMS). By ensuring that the hardware, software, and network infrastructure are properly configured and optimized, this project will contribute to the overall efficiency, scalability, and security of the EMS, providing a robust platform to manage elections effectively.
- Develop and document a business structure and requirements that reflect industry standards and best practices for networks, applications, hardware & system services, that can effectively manage risk through an optimal ballot marking devices, ballot management systems, and election security infrastructure systems, protecting and safeguarding the confidentiality and integrity of County and citizen data/information.
- Document County use cases and conduct gap analysis, including security configurations and requirements verification to develop processes and responses/resolutions for each use case that align with industry best practices.
- Provide a plan for reporting and continuous monitoring and management of network migrations, Ballot Marking Device Manager and Ballot Marking Device (BMG/BMD), and Enterprise Signing Authority Infrastructure (ESAI) networks, applications, hardware, and system.
- Provide post-implementation testing and validation services including, but not limited to, testing to identify and assess risks/vulnerabilities, support services to assess maturity to ensure that RR/CC effectively manages risks and meets the security reporting requirements of the County after deployment.

SCOPE OF WORK

The RR/CC seeks to obtain technical consulting services for network, applications, hardware & system services, consisting of the following:

- Infrastructure Assessment: Conduct a comprehensive assessment of the existing

infrastructure to identify gaps, capacity limitations, and potential areas for improvement.
- Hardware Procurement: Identify and procure the necessary server hardware, storage devices, networking equipment, and peripherals required to support the EMS.
- Software Procurement: Identify and recommend the required operating systems, database management systems, security software, and other essential software components.
- Infrastructure Setup: Configure and set up the server infrastructure, including installation and configuration of operating systems, databases, and other necessary software components.
- Network Design and Implementation: Design and implement a secure and scalable network infrastructure to facilitate data transfer between EMS components, polling stations, and election officials.
- Data Backup and Recovery: Establish a robust backup and recovery mechanism to ensure the integrity and availability of election data, including regular backups and off-site storage.
- Security Measures: Implement comprehensive security measures, including firewalls, intrusion.
- Detection and prevention systems, encryption mechanisms, and access control policies, to safeguard the EMS infrastructure and data.
- Scalability and Redundancy: Design the infrastructure to be scalable, allowing for future expansion and accommodating increased data and user loads during peak election periods. Implement redundancy measures to ensure high availability and minimal downtime.
- Performance Testing: Conduct thorough performance testing to assess the capacity and response time of the EMS infrastructure, identifying and resolving any bottlenecks or performance issues.
- Documentation and Training: Document the infrastructure setup, configuration, and maintenance procedures. Provide training to IT staff and election officials on the operation and maintenance of the EMS infrastructure.

JUSTIFICATION

The total requested amount outlined in the statement of work is necessary to ensure the successful completion of all deliverables. The detailed breakdown of costs, which includes individual amounts, reflects a comprehensive assessment of the resources required for each phase of the project. Additionally, the maximum payment amount of $1,150,000 and the supplementary amount of $540,000 are essential to cover unforeseen expenses and additional deliverables, ensuring that the project meets its objectives without any financial constraints.

This budget allocation is critical for maintaining the high standards of quality and efficiency that is expected. It will enable us to ensure the outlined deliverables are properly developed and implement advanced technologies that are vital for the project's

success. By approving this request, the executive board will be investing in a robust framework that supports innovation, excellence, and long-term value for our organization.

We respectfully ask for your consideration and approval of this funding request to facilitate the timely and effective execution of our strategic goals.

FISCAL IMPACT

WO E2-235 Amendment One (1) will increase the overall project amount by $540,000 for a total of $1,690,000. This amendment is funded by existing Net County Cost funding within Fiscal Year 2024-25.

CONCLUSION

Consistent with ESMA policies and procedures, we are informing the Board of our intent to proceed with this WO E2-235 Amendment One (1). 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 or require additional information, please contact me at (562) 462-2716 or email dlogan@rrcc.lacounty.gov. Your staff may also contact Jennifer Storm, RR/CC Division Manager, at (562) 888-4312 or email at jstorm@rrcc.lacounty.gov.

DCL:JJ
AB:js

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