

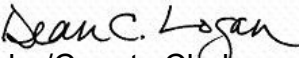


LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN
Registrar-Recorder/County Clerk

October 7, 2026

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

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

NOTICE OF INTENT TO NEGOTIATE AND COMPLETE AMENDMENT NUMBER SEVEN WITH MELIAN LABS, INC. (DBA MYTIME) TO EXTEND CONTRACT #19-001 FOR EXISTING APPOINTMENT AND CUSTOMER FLOW SYSTEM

This is to inform your Board of the Department of Registrar-Recorder/County Clerk's (RR/CC) intent to negotiate a sole source amendment to extend Contract #19-001 with Melian Labs, Inc. dba MyTime (Melian) for Appointment and Customer Flow System services.

The RR/CC averages four hundred (400) appointments per day, and fifteen thousand (15,000) appointments per month. Appointments are offered for approximately fifty (50) different services at seven (7) locations throughout the County.

On November 20, 2018, the RR/CC competitively released Request for Proposals (RFP) #18-005 for an Appointment and Customer Flow System. The system required appointment scheduling, reporting tools, and an application programming interface connected with the RR/CC's existing Joint Enterprise Development Infrastructure (JEDI) System. On September 10, 2019, RR/CC executed Contract #19-001 with Melian. The contract included a base term of five (5) years with two (2) optional one-year extensions and six (6) optional month-to-month extensions for a maximum term of seven (7) years and six (6) months and is set to expire on March 9, 2027.

On March 2, 2026, the RR/CC released RFP #26-002 for an upgraded Appointment and Queuing System (System). The System is intended to provide flexible and accessible appointment services, and will feature several key enhancements such as queue and appointment management, virtual queuing, mobile ticketing, two-way messaging, customizable workflows that interfaces with the RR/CC's existing JEDI System, customer

satisfaction surveys, and additional reporting tools.

However, on September 4, 2026, the RR/CC cancelled RFP #26-002 to obtain an upgraded Appointment and Queuing System with assistance from Internal Services Department (ISD).

As the RR/CC continues to work toward an upgraded Appointment and Queuing System, the RR/CC intends to enter a negotiated sole source extension with Melian to ensure continued provision of online appointment services to the public. The proposed amendment will extend the current contract term for twenty-four (24) months through March 9, 2029, unless sooner terminated. The proposed sole source amendment is necessary for stability and to prevent a disruption in services for the public.

The total contract amount for Contract #19-001 is \$713,547.50. The additional cost for the proposed amendment will be negotiated with Melian beginning two weeks after this notice is submitted to the Board. Funding for the proposed amendment will be included in RR/CC's ongoing budget.

In accordance with Board Policy 5.100, the RR/CC must provide advance written notice and justification to the Board at least six (6) months prior to the expiration of an existing contract. Based on Contract #19-001's expiration date of March 9, 2027, RR/CC intends to negotiate and complete the proposed amendment to extend the contract. RR/CC further intends to enter into negotiations with Melian following the two-week notification period unless otherwise directed. The Board notification to extend the contract with Melian was presented at the Operations Cluster meeting on October 7, 2026.

Your staff may contact Ivan Masayon, Assistant Registrar-Recorder/County Clerk, Administration at (562) 462-2652 or imasayon@rrcc.lacounty.gov as well as Monique Blakely, Assistant Registrar-Recorder/County Clerk, Recorder at (562) 462-2073 or mblakely@rrcc.lacounty.gov with any questions.

DCL:JJ:IM
JS:DL:VW
jw

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