



LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN

Registrar-Recorder/County Clerk

May 28, 2026

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:

NOTICE OF INTENT TO EXECUTE WORK ORDER NUMBER E2-269 UNDER THE ENTERPRISE SERVICES MASTER AGREEMENT (ESMA) FOR THE SERVICENOW ITSM IMPLEMENTATION

This is to notify the Board of Supervisors (Board) that the Department of Registrar-Recorder/County Clerk (RR/CC) intends to request the Internal Services Department (ISD) to execute an Enterprise Services Master Agreement (ESMA) under Work Order No. E2-269. This Work Order cost is \$2,799,480.00 to define, design, plan, and execute a scalable ITSM architecture that replaces RRCC's existing legacy platform and aligns with County operational needs, governance standards, and long-term technology strategy.

This notification is in accordance with ESMA guidelines that require prior Board notice on Work Orders exceeding \$500,000.

BACKGROUND

The RR/CC is one of several departments within Los Angeles County, California, serving a population of over 10 million residents. The County is responsible for registering voters, maintaining voter files, administering federal, state, local, and special elections, and verifying initiatives, referenda, and recall petitions. As the largest and most complex County election jurisdiction in the nation, Los Angeles County encompasses over 500 political districts and has approximately 6 million registered voters. Additionally, the County records real property documents, maintains vital records of births, deaths, and marriages, issues marriage licenses, performs civil marriage ceremonies, oversees Countywide records management, and archives programs, and processes business filings and other documents.

In 2009, the County launched the Voting Solutions for All People (VSAP) program in response to an outdated voting system and the challenges of an increasingly large and complex electorate. The initiative's goal was to create a voter-centric system that

maximized stakeholder participation. Through comprehensive field research and coalition building, the County pioneered an innovative approach to voting system design focused on the needs of voters. This included replacing obsolete voting equipment with advanced, modern devices and introducing network-connected Vote Centers, in compliance with the California Voter's Choice Act (VCA).

The ITSM platform has become a critical component in supporting VSAP, providing incident management, asset management, and chain-of-custody (CoC) tracking for election-related assets. To further enhance these capabilities, the County is seeking a Contractor to implement a new ServiceNow instance. This engagement will involve upgrading workflows and modules from the legacy ITSM solution and aligning service management processes with the innovation and efficiency of the VSAP program.

SCOPE OF WORK

The Contractor shall utilize the Now Create methodology, which includes the phases *Initiate, Plan, Execute, Deliver, and Close*. The County requires that all objectives be delivered in alignment with these phases:

Initiate Phase

- Establish project governance, kickoff, and communication protocols
- Confirm resource assignments and readiness
- Define Requirements Finalization Dates for each in-scope module

Plan Phase

- Conduct requirements workshops to validate functional and technical needs
- Document user stories with acceptance criteria in the Agile Development application
- Develop solution design and architecture, including security roles and permissions
- Define integration of architecture for existing County systems
- Establish sprint and release plans

Executing Phase

Configuration of the Out-of-the-Box (OOTB) Contractor Solution, including but not limited to:

- County and user profile setup, including security roles and permissions
- Creation of a streamlined electronic Chain-of-Custody process for electronic devices, tagged equipment, and ballot boxes
- Vote Center asset assignment
- Issues tracking and management module, including an election-specific ticketing system for IT and Election Operations
- Integration of internal Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
- Implementation of a self-service portal
- Automated onboarding and offboarding processes for contractors or temporary workers are not present in Active Directory

- Integration of processes with existing asset management and ticketing systems used by the County
- **Custom Application Development for Unique County Workflows**, such as:
 - Mobile Chain-of-Custody
 - Survey management
 - Fleet management
 - Field services management
 - Dropbox management
 - Accessibility adaptability (ADA/WCAG 2.1 compliance)

Deliver Phase

- **Creation of Dashboards and Reports**
 - Election operations dashboards
 - SLA/KPI compliance reports
 - Asset tracking and chain-of-custody reporting
- **System Module Testing Prior to Implementation**
 - Unit testing of configured modules
 - Integration testing across systems
 - User Acceptance Testing (UAT) with County stakeholders

Close Phase

- **Training of Administrators and Selected End Users**
 - Knowledge transfer to County System Administrators
 - End-user training sessions for election staff and IT operations
 - Post-implementation support for two weeks
 - Final project closeout report

SELECTION PROCESS

On February 11, 2026, the ESMA Work Order Solicitation E2-269 was released by ISD to qualified contractors on ISD's ESMA Category 1: IT Strategic Planning and Enterprise Architecture Planning Services. On March 10, 2026, ISD received proposals from Three (3) vendors. The qualified proposals were reviewed by an Evaluation Committee consisting of independent evaluators. They determined that Impex Technologies, Inc's proposal, was the most qualified, cost-effective, responsive, responsible and in the best interests of the County and is recommended for award of this Work Order.

FINANCIAL IMPACT

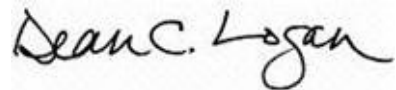
The total cost of the ESMA Work Order is \$2,799,480.00. Partial funding for this project is included in the current Fiscal Year 2025-26, and the remaining balance of additional funding has been requested as part of the FY 2026-27 Final Changes Budget Request. Funding for future years would be requested through the annual budget process, as necessary.

NOTIFICATION OF TIMELINE

Consistent with ESMA policies and procedures, we are informing the Board of intent to Award ESMA Work Order E2-269. Upon receipt of this Board notification, if no objection is received from the Board within ten (10) business days, ISD will proceed with the execution of Work Order E2-269.

If you have any questions, please contact me at (562) 462-2716 or email dlogan@rrcc.lacounty.gov. Your staff may also contact Aman Bhullar, Assistant Registrar-Recorder/County Clerk, Information Technology Bureau, at (562) 462-2714 or email abhullar@rrcc.lacounty.gov.

Sincerely,

A handwritten signature in black ink that reads "Dean C. Logan". The signature is written in a cursive style with a large, stylized "D" and "L".

DEAN C. LOGAN
Registrar-Recorder/County Clerk

DCL:JJ: AB
IM:js

c: Executive Office, Board of Supervisors