



LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN
Registrar-Recorder/County Clerk

January 15, 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 *Dean C. Logan*
Registrar-Recorder/County Clerk

NOTICE OF INTENT TO ISSUE WORK ORDER #25-018-B EXCEEDING \$300,000 UNDER THE AS-NEEDED VOTING SOLUTIONS FOR ALL PEOPLE (VSAP) ENHANCEMENTS AND SUPPORT SERVICES MASTER AGREEMENT (VESSMA)

This is to advise your Board of the intent of the Registrar-Recorder/County Clerk (RR/CC) to execute Work Order (WO) #25-018-B under VESSMA Category 5 – VSAP Tally and VSAP Ballot Layout (VBL) Support Enhancements with CivilSoft Consulting LLC for the amount of \$918,840.

BACKGROUND

On March 1, 2022, your Board approved VESSMA, which utilizes a competitive bid process to engage approved vendors to provide critical election support services in the areas of operations management, network support, load testing, cybersecurity, tally enhancements, education and outreach, and other election support services. In accordance with VESSMA Section 6.0, a Board notice is required for work orders exceeding \$300,000.

SCOPE OF WORK

The WO will obtain dedicated, subject matter expert staff to provide Incident Management and Data Analytics Support services to the RR/CC Information Technology (IT) bureau. These services involve the new IT Service Management (ITSM) ServiceNow software and additionally include further software support, planning, and implementation of incident management, chain-of-custody, and support systems based on the ServiceNow framework, as well as software support during elections throughout the duration of this WO.

JUSTIFICATION

RR/CC seeks to implement a modern ITSM support system based on the ServiceNow software platform to replace the current Cherwell ITSM, which will reach end of life on December 31, 2026. Cherwell must remain fully functional through multiple high-stakes elections while the County transitions to ServiceNow. The RR/CC will run Cherwell and ServiceNow in parallel to ensure continuity and avoid operational risk because it involves a complete migration of complex election workflows, historical ticket data, integrations, reporting structures, and compliance records without disrupting ongoing election operations.

FISCAL IMPACT

Funding for this WO has been requested as part of the RR/CC's Fiscal Year 2026–27 budget submission. This WO timeline also accounts for overlap with the 2026 election cycle, required security reviews, phased staff training, and the need to run Cherwell and ServiceNow in parallel to ensure continuity and avoid operational risk, including production support, ongoing enhancements, and the establishment of a ServiceNow Center of Excellence to ensure long-term sustainability and self-sufficiency.

NOTIFICATION TIMELINE

Consistent with VESSMA policies and procedures, we inform your Board of our intention to execute the above-mentioned WO #25-018-B. If no objection is received from your Board in ten (10) business days, we will proceed with the execution of WO #25-018-B (Category 5).

If you have any questions or need additional information, please contact me at (562) 462-2716 or email dlogan@rrcc.lacounty.gov. Your staff may also contact Jennifer Storm, Departmental Finance Manager II at (562) 462-2636 or email jstorm@rrcc.lacounty.gov.

DCL:JJ:JS
DL:CA

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