TRANSMITTAL

To: **THE COUNCIL**	Date: 9/12/2018

| From: **THE MAYOR** | |

TRANSMITTED FOR YOUR CONSIDERATION. PLEASE SEE ATTACHED.

(Ana Guerrero) for

ERIC GARCETTI
Mayor

Los Angeles
HOUSING+COMMUNITY
Investment Department

Housing Development Bureau
1200 West 7th Street, Los Angeles, CA 90017
tel 213.808.8638 | fax 213.808.8610
hcidla.lacity.org

September 11, 2018

Council File: 14-0655-S5
Council Districts: Citywide
Contact Persons:
  Mimi Donlin: 213-808-8497
  Greg Kung: 213-808-8403

Honorable Eric Garcetti
Mayor, City of Los Angeles
Room 303, City Hall
200 N. Spring Street
Los Angeles, CA 90012

Attention: Mandy Morales, Legislative Coordinator

COUNCIL TRANSMITTAL: REQUEST FOR APPROVAL TO EXECUTE A CONTRACT AMENDMENT WITH 3DI, INC. FOR THE DEVELOPMENT OF A UNIVERSAL APPLICATION SYSTEM, TO EXECUTE THE MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN THE LOS ANGELES COUNTY DEVELOPMENT COMMISSION (LACDC) AND THE LOS ANGELES HOUSING + COMMUNITY INVESTMENT DEPARTMENT (HCIDLA), AND TO ACCEPT A ONE-TIME TRANSFER IN THE AMOUNT OF $195,000 FOR THE DEVELOPMENT COSTS OF THAT SYSTEM

SUMMARY

The General Manager of the Los Angeles Housing + Community Investment Department (HCIDLA) respectfully requests that your office review and approve this transmittal and forward it to the City Council for further consideration. Through this transmittal, HCIDLA requests authority to execute an amendment to the contract with 3Di, Inc. (C-130651). The contract amendment is needed for the development of the Universal Online Application System as described in an existing MOU (Council File 14-0655-S5) between the City, LACDC, and the Housing Authority of the City of Los Angeles (HACLA). The proposed contract amendment C-130651-2 (Attachment B) with 3Di, Inc. will increase the contract by $195,000 for a total contract amount of $2,515,562.

Under the current City-LACDC-HACLA MOU, the three agencies will create a Universal Online Application System that will allow housing developers to submit a single application for potential City and County affordable housing funding opportunities. The system will expedite the funding process for

developers, and in turn, housing production. The estimated cost of developing such system is $195,000, and LACDC agrees to fund this cost. Thus, HCIDLA requests authority to accept a one-time transfer from LACDC in the amount of $195,000 to fund the development of the system and to execute a separate MOU (Attachment A) between LACDC and HCIDLA that defines the roles and responsibilities for the development of this system.

RECOMMENDATIONS

The General Manager of HCIDLA respectfully requests that the Mayor and City Council:

I. Authorize the General Manager of HCIDLA or designee, to accept a one-time transfer in the amount of $195,000, from the Los Angeles County Community Development Commission (LACDC), for the development and implementation of a universal application system for the City and the County;

II. Authorize the General Manager of HCIDLA or designee, to execute a second amendment to 3Di, Inc.'s contract (identified below), adding $195,000 to the contract ending on December 31, 2019;

	Contract No.	Current Amount	Proposed Amendment	Revised Total
3Di, Inc.	C-130651	$2,320,562	$195,000	$2,515,562

III. Authorize the General Manager or designee, to execute the attached MOU between the City and the LACDC;

IV. Authorize the Controller to:

    a. Deposit $195,000, which will be provided in a one-time installment into the HCIDLA Small Grants and Awards Fund No. 49N, and appropriate therefrom upon receipt of the funds as follows:

Fund/Dept/Account	Account Name	Amount
49N/43/43R900	Contract Programming	$195,000

    b. Expend funds for the contract between the City and 3Di, Inc. from the same appropriation account above;

V. Authorize the General Manager of HCIDLA or designee, to prepare Controller's instructions and make any necessary technical adjustments consistent with the Mayor and City Council actions on this matter, subject to the approval of the City Administrative Officer (CAO), and instruct the Controller to implement the instructions.

BACKGROUND

Under an MOU (Council File 14-0655-S5) between LACDC, the City and the Housing Authority of the City of Los Angeles (HACLA), the three agencies will create a Universal Online Application System that will allow housing developers to apply for capital, vouchers and services at once. This system will expedite the funding process for developers, and in turn, housing production. LACDC agrees to fund the development cost of $195,000, with the three agencies jointly funding the maintenance in the amount of $83,400. A funding request (utilizing the HOME Investment Partnerships Fund and the Low and Moderate Income Housing Fund) for the maintenance cost of $83,400 is included in the first FY19 Financial Status Report. LACDC and HACLA will reimburse $55,600 to HCIDLA for their portion of the maintenance cost. HCIDLA will coordinate the system development efforts. The roles and responsibilities between LACDC and HCIDLA are identified in a new MOU (Attachment A).

The Universal Online Application System will be a web-based system that makes it possible for housing developers to apply for funding online for their affordable and supportive housing projects. This system is a collaborative effort among multiple agencies within the County of Los Angeles and can offer funding opportunities for affordable housing from one or more participating agencies. Given that the design of Supportive Housing (SH) programs provides tenants both a housing unit and a variety of services, applicants are expected to apply to both City and County agencies, submitting multiple applications in the process. The system would allow applicants to submit a single application, saving valuable time for developers and services providers, and would ensure that data across public agencies is correct and comparable, enabling long term, sustainable production of supportive housing in Los Angeles.

In July, 2017, the Department utilized existing contracts with two contract programmer vendors to solicit development proposals for the system. The two vendors were 3Di, Inc. and Rydek Computer Professionals. 3Di, Inc. submitted a proposal with a development cost of $195,000, utilizing their existing cloud software platform. Rydek proposed to develop an on-premise custom software with a development cost of $327,833. In addition to the difference in price, 3Di's cloud solution has many built-in features such as mapping and auto-notifications, while Rydek's proposed system requires all functions to be developed from scratch. Upon evaluating the two proposals, 3Di's proposal was selected based on both cost and functionalities. The amendment of 3Di, Inc.'s contract (C-130651) to work on this system is included in this transmittal request.
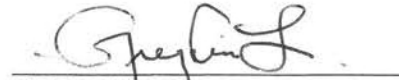
FISCAL IMPACT STATEMENT

There is no impact to the General Fund. The full development cost will be covered by LACDC and the maintenance cost will be covered by the HOME Investment Partnerships Fund, the Low and Moderate Income Housing Fund, LACDC and HACLA. The recommendations in this report will authorize HCIDLA to accept and allocate funding from LACDC for the development of an enhanced universal application system for affordable housing funding programs for developers and service providers.

Prepared By:

MIMI DONLIN
Sr. Systems Analyst II
Systems Division

Reviewed By:

GREG KUNG
Director of Systems
Systems Division

Reviewed By:

LUZ C. SANTIAGO
Assistant General Manager
Administration Bureau

Reviewed By:

LAURA K. GUGLIELMO
Executive Officer

Approved By:

RUSHMORE D. CERVANTES
General Manager

LG:LS:GK:MD

Attachment A: MOU between LACDC and HCIDLA
Attachment B: Draft Contract Amendment 2 – 3Di

MOU between the Los Angeles County Community Development Commission (LACDC) and the Los Angeles Housing + Community Investment Department (HCIDLA) - (continued on next page)

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE COMMUNITY DEVELOPMENT COMMISSION
OF THE COUNTY OF LOS ANGELES

AND

THE CITY OF LOS ANGELES
HOUSING AND COMMUNITY INVESTMENT DEPARTMENT

FOR

DEVELOPMENT AND MAINTENANCE PAYMENTS RELATED TO THE UNIVERSAL
ONLINE APPLICATION FOR AFFORDABLE HOUSING FUNDING

Prepared by:

Community Development Commission
of the County of Los Angeles

700 W. Main St.
Alhambra, CA 91801

July XX, 2018

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MEMORANDUM OF UNDERSTANDING BETWEEN THE COMMUNITY DEVELOPMENT COMMISSION OF THE COUNTY OF LOS ANGELES AND THE CITY OF LOS ANGELES FOR 3DI DEVELOPMENT COSTS AND ANNUAL MAINTENANCE PAYMENTS RELATED TO THE UNIVERSAL ONLINE NOTICE OF FUNDING AVAILABILITY APPLICATION

This Memorandum of Understanding (MOU) is made and executed this XX day of Month, year by and between the Community Development Commission of the County of Los Angeles (Commission) and the City of Los Angeles, a municipal corporation, acting by and through its Housing and Community Investment Department (City or HCIDLA), hereinafter referred to collectively as the "Parties" and each individually as a "Party."

WHEREAS, the City, the Commission, the Housing Authority of the County of Los Angeles (HACoLA), the Housing Authority of the City of Los Angeles (HACLA), the Los Angeles County Department of Mental Health (DMH), the Los Angeles County Department of Health Services (DHS), the Los Angeles Homeless Services Authority (LAHSA), and the Corporation for Supportive Housing (CSH) formed a working group as part of the Los Angeles County Homeless Initiative "Strategy E-13 – Coordination of Funding for Supportive Housing" (E-13 Group) to align funding priorities and processes and to develop a universal online funding application (Online Application) to assist affordable housing developers by providing a streamlined application system; and

WHEREAS, the City conducted a competitive bidding process to select a contractor for the development of the Online Application that would meet the needs of all E-13 Group agencies; and

WHEREAS, the proposals were evaluated and 3Di, Inc. (3Di) was awarded the contract to develop the Online Application; and

WHEREAS, the City has contract authority to retain 3Di services; and

WHEREAS, the Commission has agreed to fund and pay for the development of the Online Application for an amount not to exceed ONE HUNDRED NINETY-FIVE THOUSAND DOLLARS ($195,000) and will transfer the funds to the City for this purpose; and

WHEREAS, the Commission, the City, and HACLA have agreed to jointly fund the yearly maintenance costs in the amount of EIGHTY-THREE THOUSAND FOUR HUNDRED DOLLARS ($83,400), equating to an amount of TWENTY-SEVEN THOUSAND EIGHT HUNDRED DOLLARS ($27,800) per agency, and to transfer funds to the City for the payment of 3Di's Online Application annual maintenance costs.

NOW, THEREFORE, in consideration of the mutual covenants herein set forth and the mutual benefits to be derived therefrom, the Parties agree as follows:

I.   PURPOSE

The purpose of this MOU is to identify the roles and responsibilities of the Parties in connection to the development and implementation of the Online Application and to evidence the Commission's agreement to transfer funds to the City for this purpose, as well as evidencing the Commission's agreement to pay its share of the Online Application's annual maintenance costs, which will commence after implementation of the Online Application.

II. SCOPE

Pursuant to this MOU, the City will direct and manage 3Di's development and implementation of the Online Application, which includes, but is not limited to the following:

- Phase One: Kick-off and Planning
  o Define goals, scope, stakeholders, expectations
  o Identify project team and participants for all phases
  o Define governance structure and reporting requirements
  o Detailed project plan, including resources and timeline

- Phase Two: Requirements and Configuration
  o Requirements gathering
    ▪ User interface (UI) design
    ▪ Knowledge base
    ▪ Service requests and workflows
    ▪ Reports
    ▪ System requirements (e.g. identity management, security, content management, mobile, Geographic Information System)
    ▪ Custom design requirements
    ▪ Integration requirements (e.g. work order management systems)
  o Configuration and testing
  o Custom development
  o Systems integration

- Phase Three: Validation and Finalization
  o Validation and testing (use case driven)
    ▪ UI, user experience (UX), ADA compliance
    ▪ Functional use cases
    ▪ Load testing
    ▪ Security/penetration testing
  o User training
  o Go-Live planning

- Phase Four: Go Live and Support
  o Go-Live
  o Handover
  o Ongoing support
    ▪ Helpdesk
    ▪ Bug fixes
    ▪ Ongoing maintenance
    ▪ System upgrades
    ▪ Minor feature addition/enhancements

The Online Application will be a single portal with role-based access for applicants and agency staff, with universal features that include, but are not limited to:

- Website landing page
- Application request and intake
- Knowledge base

4

- Alerts and notifications (including personalized alerts and notifications)
- Personalization
- Application workflow
- Search queries (including applications and applicants)
- Reports
- Dashboards
- Content and document management

The City will direct 3Di's ongoing maintenance and flexible support of the Online Application of up to 20 hours per month shared equally between the E-13 Group members using the system, which include, but are not limited to:

- UI design and development
- Mobile application design, development, and modifications
- Service Request Management of new service requests and updates
- Knowledge base updates
- Technical support
- Workflow changes
- Integration services
- Any system configurations such as role management and identity management

For change requests of new functionality or enhancements requested by the Commission for the Commission's exclusive use and purpose, that are not included in 3Di's existing support services, the City will direct the Commission relative to 3Di's estimated costs and obtain written pre-approval from the Commission prior to implementation from 3Di.

The details and scope of work for 3Di's proposal for the Implementation of the Online Application are included in Exhibit A.

III. COMMISSION RESPONSIBILITIES

1. The Commission shall provide representatives to collaborate with the City and 3Di at each phase and provide detailed Online Application funding criteria, complete functional and customization requirements, and users for testing, training, and knowledge transfer to ensure the Online Application meets the Commission's needs prior to implementation.

2. The Commission shall provide a programmer to the City and 3Di, as needed during each phase, to provide support, troubleshooting, and determine security, system integration, and feasibility of the Online Application for the Commission's needs prior to implementation.

3. The Commission shall provide full payment to the City for 3Di's total development costs of the Online Application, up to the above-specified amount, and as further defined in section VII, paragraph 1, below.

4. The Commission shall provide the Commission's share of costs, to the City, towards 3Di's annual maintenance costs, up to the above-specified amount, and as further defined in section VII, paragraph 2 below, commencing after development and implementation of the Online Application.

5. The Commission shall provide full payment to the City for any invoiced costs associated with any change requests of new functionality or enhancements requested by the Commission, for the Commission's exclusive use and purpose, that are not included in the support services, upon written pre-approval by the Commission prior to implementation from 3Di.

IV. CITY RESPONSIBILITIES

1. HCIDLA shall act as the main point of contact between 3Di and represent the E-13 Group's collective objective and interest in the development of the Online Application.

2. HCIDLA shall coordinate with Commission staff representatives at each phase of the effort to obtain detailed Online Application funding criteria, complete functional and customization requirements, infrastructure, and users for testing, training, and knowledge transfer to ensure the Online Application meets the Commission's needs prior to implementation.

3. HCIDLA shall coordinate with 3Di, as needed during each phase, to provide support, troubleshooting, and determine security, systems integration, and feasibility of the Online Application prior to implementation.

4. HCIDLA shall coordinate with the Commission to agree on the final product before the Online Application is developed and implemented.

5. HCIDLA shall coordinate with the Commission on equally sharing yearly maintenance costs amongst the Parties (and HACLA) to pay for 3Di's ongoing maintenance and support and communicate the means of payment for the Commission's share of the costs.

6. The City shall accept the transfer of funds from the Commission towards the Commission's share of costs for 3Di's annual maintenance costs. HCIDLA shall obtain written approval from the Commission for any changes to the Commission's share of costs for annual maintenance fees.

7. HCIDLA shall direct 3Di to provide the Commission with user accounts and role-based access upon request by the Commission. The number of permissible Commission user accounts and role-based access is unlimited and will be requested on an as-needed basis.

8. HCIDLA shall provide supervision, oversight, management, and support to track the overall number of agency user accounts shared between the E-13 Group, ensure the number of agency user accounts does not exceed the maximum 300,000 agency user accounts without the Commission's written approval, and ensure that the number of agency user accounts are allotted equally among the E-13 Group.

9. HCIDLA shall provide supervision, oversight, management, and support to track the overall number of funding applications per year shared between the E-13 Group and ensure the number of funding applications does not exceed the maximum 10,000 applications per year without the Commission's written approval.

10. HCIDLA shall provide any other supervision, oversight, management, or support, as needed, to effect the customization and needs of the Commission, as provided in section II, "Scope", of this MOU.

V.   GENERAL TERMS AND CONDITIONS

1. This MOU shall take effect upon the execution hereof by the Parties and shall be in effect for 10 years, unless terminated, in whole or in part, or extended upon mutual agreement of Parties, as provided in this MOU.

2. Either Party may terminate this MOU by giving thirty (30) days' prior written notice thereof to the other Party. To the extent that there is a running balance for the maintenance and/or development costs, the responsible Party shall pay to the other Party the outstanding balance owed. In the event of a credit (i.e., unspent funds), the Party in possession of the unspent funds will reimburse the other Party the amount of the credit. Both credits and balance due shall be issued and/or paid prior to the termination of this MOU.

3. This MOU may be modified or amended only upon the mutual written consent of the Parties.

4. Each Party will appoint a person to serve as the official contact and coordinate the activities of the respective Party in carrying out this MOU. Unless otherwise provided under this MOU, all notices, submissions or deliveries to be made to the Commission and the City under this MOU shall be directed as indicated below.

To the Commission:

Lynn Katano, Acting Assistant Director
Housing Development & Preservation
Community Development Commission
of the County of Los Angeles
700 W. Main St.
Alhambra, CA 91801
Phone: (626) 586-1806
E-mail: Lynn.Katano@lacdc.org

To the City:

Greg Kung, Director of Systems
Los Angeles Housing and Community Investment Department
1200 W. 7th Street, 9th Floor
Los Angeles, CA 90017
Phone: (213) 808-8403
Email: Greg.Kung@lacity.org

VI. INDEMNIFICATION

HCIDLA shall indemnify, defend, and hold harmless Commission, the Housing Authority of the County of Los Angeles, the County of Los Angeles, and their officials, officers, employees, and agents (hereinafter collectively "County Entities") from and against any and all liability, demands, damages, claims, causes of action, fees, and expenses (including reasonable attorneys' fees, expert witness fees, and legal costs) including, but not limited to, claims for bodily injury, property damage, and death (hereinafter collectively referred to as "liabilities") arising from or connected with HCIDLA's acts, errors, and/or omissions under this MOU or the services to be provided by HCIDLA hereunder. HCIDLA shall not be required to indemnify, defend, and hold harmless the County Entities from any liabilities that are caused by the sole negligence or willful misconduct of the Commission or its officials, officers, employees, or agents.

The Commission and the Housing Authority of the County of Los Angeles shall indemnify, defend, and hold harmless HCIDLA and its officials, officers, employees, and agents from and against any and all liability, demands, damages, claims, causes of action, fees, and expenses (including reasonable attorneys' fees, expert witness fees, and legal costs) including, but not limited to, claims for bodily injury, property damage, and death (hereinafter collectively referred to as "liabilities") arising from or connected with the Commission's acts, errors, and/or omissions under this contract or the services to be provided by Commission hereunder. The Commission shall not be required to indemnify, defend, and hold harmless HCIDLA or its officials, officers, employees, or agents from any liabilities that are caused by the sole negligence or willful misconduct of HCIDLA or its officials, officers, employees, or agents.

VII. FISCAL PROVISIONS

1. The Commission shall be responsible for and pay to the City, 3Di's total development costs upon demand by the City in an amount not to exceed ONE HUNDRED NINETY-FIVE THOUSAND DOLLARS ($195,000) for development of the Online Application.

2. The Commission shall be responsible for and pay to the City, the Commission's share of costs for 3Di's annual maintenance fees upon demand by the City in an amount not to exceed TWENTY-SEVEN THOUSAND EIGHT HUNDRED DOLLARS ($27,800) per year, commencing after implementation of the Online Application.

3. The Commission shall be responsible for and pay to the City for any invoiced costs associated with any change requests of new functionality or enhancements, requested for the Commission's exclusive use and purpose, outside of 3Di's support services, with written pre-approval from the Commission.

4. HCIDLA shall direct the work of 3Di under this MOU in furtherance of the development, customization, and implementation of the Online Application to meet the E-13 Group's needs and shall not impose a fee for the administrative oversight of 3Di.

5. In the event that any unforeseen additional cost or fees are incurred by the City in connection with the Commission's access to or use of the Online Application, including but not limited to, overages in Commission user accounts and overages in Commission

funding applications per year, HCIDLA shall notify the Commission in advance of imposing said fees/costs and a negotiated Amendment may be executed between both parties in accordance with Section V (General Terms and Conditions), Paragraph 3 of the MOU.

6. This MOU is not intended to encumber any funds for any costs to develop, customize, and implement the Online Application.

VIII.   SOFTWARE OWNERSHIP AND LICENSING

Subject to the terms and conditions herein and any use restrictions set forth in this MOU, the City shall direct 3Di to grant the Commission user licenses upon request to use the Online Application for business purposes only. The number of permissible Commission user licenses is unlimited. Licenses shall be granted and commence after implementation of the Online Application and shall continue in effect until termination of this MOU as specified in Section V.

IN WITNESS WHEREOF, and executed as the date first above written above, the Parties to this MOU do hereby agree and consent to all terms and conditions provided herein.

COMMUNITY DEVELOPMENT COMMISSION OF THE COUNTY OF LOS ANGELES

CITY OF LOS ANGELES
a municipal corporation

BY: _____
    MONIQUE KING-VIEHLAND
    Executive Director

BY: _____
    RUSHMORE D. CERVANTES
    General Manager
    Housing and Community Investment
    Department

APPROVED AS TO PROGRAM:
ASSISTED HOUSING DIVISION

APPROVED AS TO FORM:
MICHAEL N. FEUER
City Attorney

BY: _____
    MARGARTIA LARES
    Director

BY: _____
    NAME
    Assistant/Deputy City Attorney

APPROVED AS TO FORM:
MARY C. WICKHAM
County Counsel

ATTEST:
HOLLY L. WOLCOTT
City Clerk

BY: _____
    Senior Deputy

BY: _____
    NAME
    Deputy City Clerk

Exhibit A

Proposal for the Implementation of the Online Application

Proposal for the Implementation of the Universal Notice of Funding Availability (NOFA) Online Application Management System

Submitted by

3Di, Inc.
www.3disystems.com

Table of Content

1. Introduction of 3Di & Business Approach (Executive Summary)

After carefully reviewing the scope of work, 3Di is pleased to provide our response to the RFP issued by the Housing + Community Investment Department of Los Angeles for the implementation of a universal Notice of Funding Availability (NOFA) Online Application System.

For over 15 years, 3Di has been helping civic agencies develop innovative technology solutions to automate, manage, and improve the delivery of public services. 3Di is a system integrator with deep expertise in user experience design, customer self-service portals, content management, document management, data modeling, enterprise computing, cloud computing, mobile computing, cyber security, identity management and systems integration.

Based in Los Angele area, 3Di is primarily focused on public sector clients. 3Di has provided enterprise class solutions to several local, state, federal and military customers. Following are some of 3Di's current customers.

State & Local	City of Seattle, WA
City of Los Angeles	Seattle City Light
Housing + Community Investment Dept. of LA	County of Orange, California
LA Department of Water & Power	County of El Paso, Colorado
LA Department of Building and Safety	County of Los Angeles
LA Department of Sanitation	LA County Sheriff Department
LA World Airports Authority	LA County Department of Health Services
Los Angeles Department of Public Works	LA County Office of Assessor
Los Angeles Information Technology Agency	LA County Department of Public Works
Los Angeles Office of Mayor	Orange County Department of Transportation
Los Angeles Unified School District	State of California, Department of Public Health
Los Angeles Fire Department	State of Alaska
Los Angeles Police Department	
City of Beverly Hills	***Federal & Military***
City of Las Vegas, NV	Edwards Air Force Base
City of El Monte, CA	Security & Exchange Commission
City of Bell Gardens, CA	National Academy of Sciences
City of South El Monte, CA	Department of Justice, USSC
City of Norfolk, VA	US Department of Navy
City of Arlington, TX	
City of Hayward, CA	

Today's citizens and businesses are fully engaged with their civic agencies demanding real-time access to business processes – any-time anywhere – with efficiency, transparency and accountability.

With increasingly constrained resources and rapid advances in technologies, the civic agencies struggle to keep up to the expectations and demands of their customers. The approach of developing custom solutions from ground-up is no longer sustainable.

Leveraging over 15 years of experience in delivering innovative technology solutions to civic agencies and deep knowledge of public sector business processes, 3Di has developed a comprehensive solution that enables civic agencies to rapidly deploy complex business applications to meet and exceed their constituent's requirements. Our solution consists of an integrated state-of-the-art technology platform, known as the Civic Application Platform (CAP) and business delivery model eliminates large capital expense and significantly reduces the ongoing cost and responsibility of maintaining, operating and supporting the solution.

3Di's Civic Application Platform (CAP) is a cloud based platform that consists of common services and features that can be used to develop public sector solutions for civic engagement, public safety, licensing and permitting, housing, utilities, transportation and many other applications. The standards based CAP architecture is designed for rapid development, scalability and integration. CAP based solutions are offered on SaaS (Software/Solution as a Service) model in which the customer does not need to buy any software or hardware.

The cost structure of such offering is based on upfront cost of development of solution on CAP platform and ongoing cost of Maintenance, Operations and Support (MOS).

We believe that our CAP based approach will be ideal for the Universal NOFA Application Management System.

In the following we describe our understanding of the project scope, our approach to implementation of the project and tentative schedule and pricing for the implementation.

2. Project Scope

3Di understands and acknowledges that the project scope includes:
- Development of a cloud based software application that meets the functional requirements of NOFA Application Management process for all the participating agencies (identified below).
- Ongoing Maintenance, Operations and Support of the Universal NOFA Application System.

Furthermore, 3Di understands and acknowledges that the proposed projects will be a common (universal) application to be used by several agencies. The current scope includes the NOFA processes for the following agencies:

- LA County Community Development Commission (LACDC)
- Housing + Community Investment Department of Los Angeles (HCIDLA)
- Housing Authority of City of Los Angeles (HACLA)
- Housing Authority of County of Los Angeles (HACOLA)
- Los Angeles County Department of Health Services (LADHS)
- Corporation of Supportive Housing (CSH)

Our proposal scope is based on the high-level functionality included in the request for proposals. (Attached)

2.1. Out of Scope

1. Any agency other than identified the section above.
2. Any systems integrations.
5. Migration of data from other applications/systems.

3. Implementation

As mentioned above, we believe 3Di's CAP platform will be an ideal solution for meeting requirements of this project. In the following we provide a brief high-level overview of 3Di's CAP platform.

3.1. 3Di's CAP Platform

3Di's Civic Application Platform (CAP) is a cloud based platform that consists of common services and features that can be used to develop public sector solutions for civic engagement, public safety, licensing and permitting, housing, utilities, transportation and many other applications. The standards based CAP architecture is designed for rapid development, scalability and integration. CAP based solutions are offered on SaaS (Software/Solution as a Service) model in which the customer does not need to buy any software or hardware. Following are some of the core services and features of the 3Di's Civic Application Platform (CAP):

- Customer Relationship Management (CRM)
- Service Request Management (SRM)
- Case Management
- Identity & Role Management
- Business Process Management (Workflow Engine)
- Content Management/Document Management
- Notification Services (Email, Text, Social)
- Location Services (GIS)
- Integration Services (SOA)
- Web Application/Portal Framework
- Mobile Application Framework
- IoT Framework
- Big Data Framework for Data Warehousing
- Compliance and Security Framework
- Analytics and Reporting (Dashboards)
- Payment Management and Integration

3Di has developed several successful solutions based on 3Di Civic Application Platform.

3.2. CAP Based Universal NOFA Application Management System Features

3Di proposes to build a CAP based solution for Universal NOFA Application Management System (referred to as NOFA APP below) Following will be some of the featurs:

3.2.1. Universal Portal

The NOFA APP Universal (unified) Portal will be a single portal with role-based access for Applicants and Agecy Staff.

The NOFA APP Universal Portal has a responsive design that can be accessed from any device with an internet browser.

Portal Features vs. Roles Matrix:

NOFA APP Universal Portal Features by Roles	Website (Landing Page/Information Pages)	Application Request/Case Intake	Knowledge Base	Alerts & Notification	Personalized Alerts & Notifications	Personalization	Application Workflow	Search (Case, Application, Applicant)	Reports	Dashboards
Applicant Portal										
Registered User	•	•	•	•	•	•	•			
Anonymous (Un-registered)	•		•							
Agency Portal										
Call Center Representatives (CSR)	•	•	•	•	•	•		•		
ency Staff	•	•	•	•	•	•	•	•	•	•
Agency management	•		•	•	•	•	•	•	•	•

3.2.2. Mobile Application (iPhone, Android, and Responsive WebApp)

The mobile app will enable the applicants to check the status of NOFA applications and be notified of any new programs and related news. Mobile app will also allow tracking any SRs (see below)

3.2.3. Customer Relationship Management (CRM)

At the heart of 3Di's CAP platform is a robust, enterprise-class Customer Relationship Management (CRM) system. The NOFA APP CRM functionality will include:

1. NOFA Applicant database with built-in standard fields like name, address, email, and phone

number, etc. This will allow research and searching of cases etc.

2. History of all transactions with a contact (applicant).

3.2.4. Service Request Management (SRM)

The NOFA APP will include a service request (SR) management system (SRM). The system will allow agencies to track any SRs and manage the complete lifecycle of a services request – from intake to resolution. SRM includes departmental role-based access for service intake, service assignment, service queues, and service close-outs. SR's can also be used to manage complaints/grievance processes.

3.2.5. Knowledge Base

NOFA APP will maintain a searchable knowledge base of services provided by each agency. This reduces call volume and office visits. The knowledge base also serves as a training tool and reference center for city call center service representatives and other city staff.

3.2.6. Integrated GIS (with Google or ESRI)

GIS services will be used for address validation and correction, mapping, etc. throughout the NOFA APP. GIS integration will help with address validation and map based reporting functions. Additional GIS layers may be added in future. We will use standard Google or ESRI GIS services. No integration with departmental systems is in scope.

3.2.7. Identity Management

CAP includes an enterprise class Identity and Access Management solutions. NOFA APP will be configured to allow (require) applicants to register on the portal by creating username and password. (The customer may decide to allow applicants to use their Google or Facebook ID to login to their account).

IDM may be federated with agency Identity Management Systems (LDAPs) allowing agency staff to login using their existing credentials. This is currently not in scope as we do not have details of each agency's IDM.

3.2.8. Security, Scalability, and Maintenance

- Web services for NOFA APP will be communicated using SSL/TLS 1.2 security protocols.
- CAP infrastructure security rules ensure safety against malware or DOS attacks.
- CAP utilizes big data repositories for storage which helps in scaling the system in minimum time.
- CAP maintains audit trails, remote failure logs, and analytics to address any system issues in real time.

3.2.9. Notifications

NOFA APP will include email notification. The platform can support SMS and push notifications also. The CAP notification engine is built upon the message queue which ensures persistent storage and reliable delivery of notification messages.

3.2.10. Reporting, Analytics, and Dashboards

The CAP supports role based fixed, ad-hoc reports and dashboards such as

NOFA APP will also supports data export to Excel and CSV formats.

3.2.11. Content Management/Document Management

CAP supports a full-featured document/content management system. The integrated document management/content management system allows storage of images, documents, and other digital assets related to a NOFA application, case and the knowledge base. The enterprise class CMS support the full range of CMS functions including complex content search. All documents and media related to an application/case in NOFA APP will be stored and managed in CAP CMS.

3.3. Project Team

3.3.1. Team Organization

3Di is proposing the following engagement model for the project. The following diagram describes 3Di's escalation procedure as it relates to Project execution and resolving problems associated with meeting the requirements.
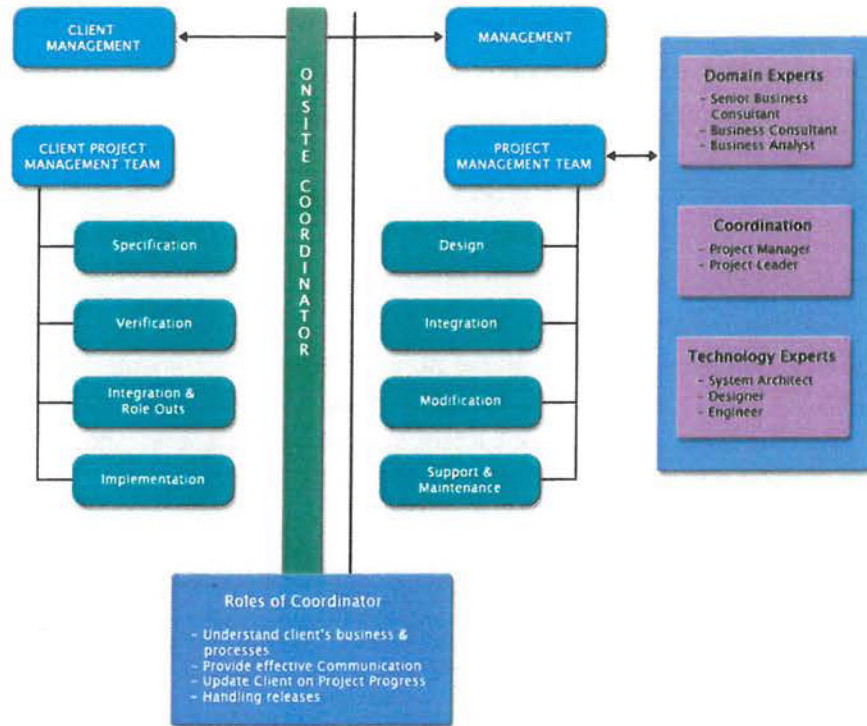
3.3.2. Key Personnel Roles & Responsibilities

Every member of our project team brings years of experience and ability to any project they work on. The following table shows key roles, corresponding responsibilities, areas of expertise and location of service.

No.	Role	Responsibility	Area of Expertise	Location
1	Project Manager/ Project Coordinator	Preparation of Project plan, Coordination between the City team and project development team, Day to day management of project, provide status report	Project Management	Onsite
2	Business Analyst	Will be involved in requirements gathering, requirements analyzing, designing, interacting with end users and Architects while eliciting, documenting, and prioritizing requirements for business support system and operational support system.	Business Analysis	Onsite
3	Technical Architect	Involved in technical discussions, Infrastructure architecture, infrastructure design	Senior level Computer Systems Architect/Software Developer/Project Manager	Offsite
4	Training Manager	Evaluate needs and plan training programs accordingly. Provide City with classroom training, demonstrations, web based, training, etc.	Education and training at all levels, for a variety of disciplines.	Onsite
6	Technical and Integration Lead	Provide technical leadership for the project, involved in infrastructure architecture and technical design of the project. Communicate with the City team for APIs and other system integration requirements.	Experience in IT and involved in providing technical leadership for the projects	Offsite
7	QA Manager	Involved in defining quality metrics, testing strategies, reporting, managing risks, and process improvements for getting software out to the client with high quality, on schedule and matching the expectations.	Experience across multiple types of testing i.e. user acceptance, system integration and knowledge of various bug tacking / project management tools like Zoho, Jira, Clear Quest, Test Track Pro, Mantis.	Offsite

8	GIS Lead	Will be involved in the collection and utilization of geographic data.	Experience with ArcGIS suite of products.	Offsite
9	U/X, UI Designer	NOFA APP U/X, UI personalization	Experience in U/X, UI design.	Onsite/Offsite
10	Technical Developers	Develop, Deploy, Configure & Personalize NOFA APP on CAP.	Experience in application development and systems integration.	Offsite
11	QA Engineers	Quality assurance/testing (functional, system, compliance, performance testing, security testing)	Experience in QA/Testing	Offsite

3.4. NOFA APP Implementation Approach

Implementation of CAP based solution is different from a traditional software development project because NOFA APP will be a SaaS solution. The software development is limited to the custom business process. Most of the effort is focused on requirements gathering, U/X- UI design, integration (if any), configuration and testing. 3Di will follow modified software development life cycle (SDLC) methodology. The SDLC methodology outlined below consists of 12 steps. Each step results in a well-defined deliverable.

1. Initial Assessment
2. Requirements Definition
3. Information Architecture & Visual Design
4. Detailed Design
5. Implementation, Integration and Unit Testing
6. Testing
7. Production Roll Out
8. Training/Knowledge Transfer
9. Support/Troubleshooting
10. Maintenance/Implementing Enhancements

3.4.1. Initial Assessment

During this phase, 3Di will conduct an initial assessment of the requirements. 3Di will provide a detailed project schedule in the form of a project plan.

Deliverables:
- Detailed Project Plan

3.4.2. Requirements Definition

In this task, we will get detailed requirements for the development, configuration, personalization and integration of NOFA Application workflows for each agency. 3Di will interview the stakeholders of the

agencies and prepare High Level Business requirement document. 3Di will arrange client review meeting for business requirement review and finally update and submit high-level business requirement document.

A systems requirements document and GUI/Configuration/Workflow Requirements document will be the main objective at this stage. The following requirements will be reviewed and documented:

- Functional requirements
- User Interface requirements
- Integration requirements
- Testing requirements

Deliverables:
1. Systems requirements document
2. Testing requirements document

3Di Responsibilities:
- 3Di shall review the functional requirements, user interface requirements, and integration requirements for the new solution. Based on this 3Di will produce the System requirement document.
- 3Di shall review the functional requirement and create the testing requirement document for the website.

City Responsibilities:
- Provide the complete functional requirements for CRM system.
- Provide access to the required resources during this phase for review of requirements.

3.4.3. Information Architecture & Visual Design

During this phase, 3Di shall conduct focus group sessions. The focus groups may include City Employees and its Customers. The focus groups shall be a blend of hands-on sessions and discussion sessions. 3Di shall conduct the sessions and provide a detailed report giving concrete recommendations and analysis based on the Customer input.

A UI design option shall be developed that meets the customer needs and the business objectives. The final option shall be presented to the City. The design option may include mockups, clickable wireframes and comps.

Deliverables:
1. 3-4 focus groups sessions with internal management and user representatives
2. Detailed and summary results with statics and participant remarks
3. Feature functionality matrices
4. Finalized visual design
5. Finalized clickable wire frame if applicable

3Di Responsibilities:

- Create clickable prototypes of the system for focus groups
- Develop focus groups questionnaires for consumers and representatives from organizations
- Conduct focus group sessions
- Analysis of focus group results and create reports
- Create visual design for presentation to the city..

City Responsibilities:
- Assist in selection of representative from within the organization and customers for Focus Group sessions.
- Provide necessary infrastructure to conduct the focus group sessions.

3.4.4. Detailed Design

Based on U/X/UI, integration details, infrastructure dependencies and business requirements, 3Di shall provide a finalized UI, integration requirements (GIS, LDAP) and infrastructure design. In this task, we will develop a detailed design for integration of each of the agreed upon features & functionalities within the system.

The design document shall contain the following:

- Technical Architecture
- Detailed functional specifications of the system (for each Service Request)
- Final design and wireframes of the system
- System development details
- System testing details
- Development platform
- System Integration details
- Application communication specifications
- Detailed Server hardware and software specifications (if applicable)
- SR Workflows and SR configuration requirements
- Application Security and authentication details

The system design document will be submitted to the City's technical personnel for review and sign-off. The approved and signed-off system design document will the basis of all the development carried out for the development of the new solution.

Deliverables:
1. Technical Design document

3Di Responsibilities:
- Create the design document

City Responsibilities:

- Client will provide adequate resources from their respective IT departments to collaborate and make timely decisions.

3.4.5. Implementation, Integration and Unit Testing

During this phase, 3Di will develop and configure the NOFA APP and implement integrations (GIS) based on the Technical Implementation Design finalized during the design phase. After the sign-off on the prototype, 3Di will complete the development of all the modules, features and functionality of the new solution. The implementation team members will also perform unit testing of the developed modules during this phase in the development environment. The deployment on the servers will be tested by the QA team members along with the Development Team.

Deliverable:
- Deployment of NOFA APP instance for configuration, integration and testing
- During the configuration phase, we will provide weekly status report to the client

3Di shall, in conjunction with the agency personnel perform usability testing on the NOFA APP instance and perform unit, system, load and functional testing on all applicable new and existing components of the system and related applications, including hardware and software. Testing shall be completed before launch to determine if any additional capabilities or enhancements are required to meet the new solution's test criteria and objectives. Testing will follow a pre-developed test plan that shall be presented to the Client for written approval a minimum of 30 days prior to the start of the testing phase.

3Di will present the solution to the agency for approval before launch, and execute a comprehensive test plan that will address the following:

- Usability Testing
- Unit Testing
- System Testing
- Functional Testing
- Load/Stress Testing
- User Acceptance Testing

Deliverables:

The project will comprise of the following deliverables –

Project Phases	Project Activities/Deliverables (every deliverable requires Client's approval)
Planning	Test Plan and Test Strategy
Analysis	Create Test Scenarios
Design	Create Test Case and Templates Select Automation Framework (if necessary)
Configuration, Integration &Testing	Execute Test Cases – Defect Reports Create Automation Scripts (if necessary)
Deployment	User Acceptance Testing Reports

	Defect Reports
	and Metrics Analysis

3Di Responsibilities:

- The production instance will be in place to support the User Acceptance Test on a realistic platform
- Create and Execute Test Scripts
- 3Di will resolve all the bug/issues that are found during the various testing phases.

Agency Responsibilities:

- Client will provide full support for any integrations required (GIS, LDAP)
- Client will supply the contractor with required test data.
- Client will provide adequate resources from their respective agencies to collaborate and make timely decisions.

3.4.6. Production Roll Out

After the sign-off on UAT and Testing, 3Di will work with the customer to move the solution to the production environment. 3Di will perform 1 round of testing on the production environment before launch.

Deliverables:

1. UAT documentation
2. Final architecture for integration documentation

3Di Responsibilities:

- Deploy to Productions instance and perform integration testing on the production instance of NOFA APP

Agency Responsibilities:

- 3Di will be provided access to the clients' networks (VPN) if necessary.
- Client will supply the 3Di with required dummy data for testing.
- Client will provide adequate resources from the respective agencies to collaborate and make timely decisions.

3.4.7. Training/Knowledge transfer

3Di proposes a comprehensive training strategy that includes instructor-led training and knowledge transfer of the proposed NOFA APP. As part of the strategy, we recommend the use of a "**Train the Trainer**" approach for the agency's staff. The agency will identify the individual(s) responsible for conducting training classes and 3Di will provide them with the appropriate materials and instruction.

One of the key components of any project is Knowledge Transfer. 3Di isn't successful unless our customers are able to adequately support themselves after a project is complete. During the implementation process, 3Di will work closely with the agency's team to deliver a good working knowledge of the solution's functionality and the personalized configuration.

Some of the key elements of training include but are not limited to:
1. Configure roles and permission in CAP/NOFA APP
2. Configure Reports and dashboards
3. Configure notification engine
4. Update and moderate knowledge base and service directory.

Prior to or during the training session, we will provide the following items at no additional cost:
- Work Books
- Training Aids
- Online functional or technical system manuals

We will provide an onsite team which will include one project team member who has configured the system, qualified trainers, and/or business analysts during the training phase for:
- Training the trainers
- Super User Training
- Functional System Administrator Training

3.4.8. Troubleshooting

The Troubleshooting will include,
1. Troubleshooting system production issues including performance tuning
2. Developing fixes for production issues and assisting in their deployment
3. System administration (user administration, configuring security)
4. Troubleshooting reports
5. Installing and upgrading base application software to new versions

3.4.9. Support and Maintenance

3Di's Annual maintenance contract includes the following services:

3.4.9.1. 24x7 NOFA APP maintenance and operation

3.4.9.2. Flexible Support

Twenty (20) hours per month for all agencies of flexible resource support. If you require additional hours in any period, it would be priced at $110/hour. Support hours may not be carried forward or borrowed in advance. This support may be used for any purpose including:
1. UI Design, development
2. Mobile application design, development, modifications
3. SR Management:
   i. New SRs
   ii. SR Updates
4. Knowledgebase Updates
5. Technical Support
6. Workflow changes
7. Integration Services

8. Any System configurations such as role management, identity management

3.4.9.3. Service Level Agreement

Managed Services Support is provided via Zoho, E-mail and/or phone during business hours defined as Monday – Friday (08:00-17:00 Pacific Time Zone).

Scheduled maintenance on the production environment will occur during non-business hours. Maintenance will be scheduled ten days in advance and be approved by both parties.

Managed Services Support includes the triage and resolution of the custom application issues covered by this task order. The triaged issues follow the service level response times outlined below based on the severity of the production issue submitted by the agency to 3Di:

Severity	Impact	Examples	Response Time	Pre-Approved Triage Time
1 – High	Unable to perform core functionality in production system and no workarounds exist	NOFA APP System unavailable; all users unable to login	2 hours	8 hours
2 – Medium	Unable to perform core functionality in production system but workarounds available.		8 business hours	N/A
3 – Low	Unable to perform non-essential functionality in production system; maintenance tasks; enhancement requests	Typographical errors, label changes, Screen Display issues, etc.	24 business hours	N/A

3.4.9.4. Operation and Maintenance Model

3Di suggests the following models for support and maintenance. Agency may choose any one of the of the following or suggest any other mode for the management.

1. 3Di proposes to provide a team of resources to help agency with application support and maintenance. Depending on the requirement 3DI will provide the agency with one on-site project coordinator who will interact with the agency staff to understand the requirement and coordinate the work with off-site staff members. Offsite team members will have related skills CRM/311 system, Android and iOS development. Off-site team will consist of a project manager, Software developers and Software testing staff. The number of members in the off-site team will depend on the volume of support and enhancements activities.

2. 3Di and agency can assess the support and enhancement activates and come up with a pool of hours for these activities during a defined period, say one year. 3Di will not assign a team of

resources but provide any support as per requirement against the support hours mentioned in the contract. 3Di will invoice agency monthly based on number of hours utilized in a month. 3Di will estimate the cost of providing any new functionality for web/mobile app requested by the agency and will proceed with such enhancement upon written approval from the agency if implementing new functionality is not included in the support services.

3.4.9.5. Operation and Maintenance Process

3Di shall provide access to online tools for issue managements like Zoho to support the application and the supporting infrastructure covered in the scope of work for this contract. Management and tracking of the issues will be done using this tool. All the stake holders who have access to the issue management system will be able to get status of the issues anytime. Support may be provided to casual users including agency staff, for an agreed period after the implementation of the system.

3Di proposes to follow the steps outlined below for providing NOFA APP, portal/mobile application support.

1. The client will report the issue via email, telephone or by logging the issue in the issue managements systems. If the issue is logged via email or telephone, the same shall be entered by the 3Di team into the issue management system
2. 3Di will assess the issue based on the information provided. If there is any clarification required, the same will be updated into the system and 3Di team will get in touch with the Client team member to understand the issues and get any clarifications.
3. Based on the problem definition the solution will be provided in the form of documentation that the client can follow to resolve the issue, or 3Di team member will get in touch with the client team member to resolve the issue.
4. WebEx is used for meetings with the clients (for off-site staff members) for understanding and resolution of the issues, as per requirement.

3.4.10. Software Maintenance

NOFA APP Software maintenance is the responsibility of 3Di. From time to time, we may need to update the NOFA APP software. Following is our policy for software maintenance.

Bug Fixes and Patches related to Security
Bug fixes and patches related to security may be applied to the NOFA APP instance of the customer as necessary.

Minor version Updates and Enhancements
These updates and enhancement may include minor UI changes, features enhancements, minor new features. Minor version updates and enhancements may be applied to the NOFA APP instance of the customer with customer's approval.

Major version Upgrade
Major version upgrade may involve significant changes to UI and User Experience, addition of new features and functionalities. Major version upgrades are release as per our product roadmap. We will
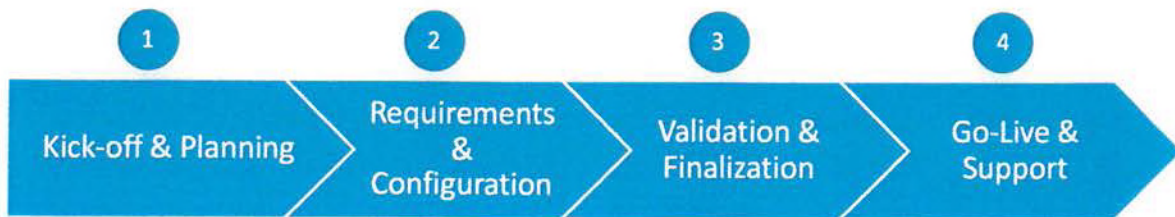
notify the customer of the product roadmap. Major version upgrades will be upon request by the customer and will be fully coordinated. Major version upgrades in some cases result in additional cost to the customer.

Bug fixes, Patches, Updates, Enhancements and Upgrades are applied only after thorough testing and system backup.
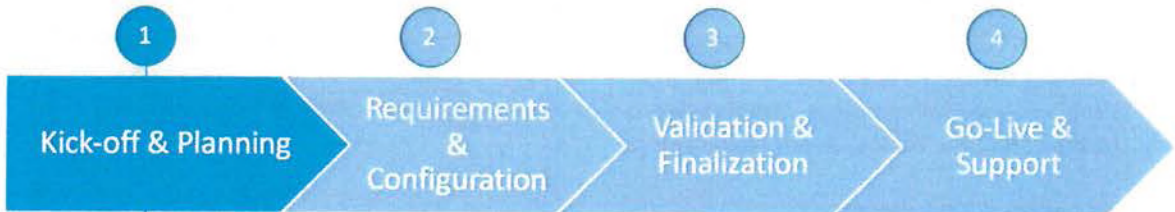
All maintenance on production environment is scheduled during non-business hours with approval of customer and 3Di.

4. NOFA APP Implementation Plan

CAP based project implementation consist of four phases outlined below. Following estimates of time are based on typical application implementation consisting of 1-5 business workflows.
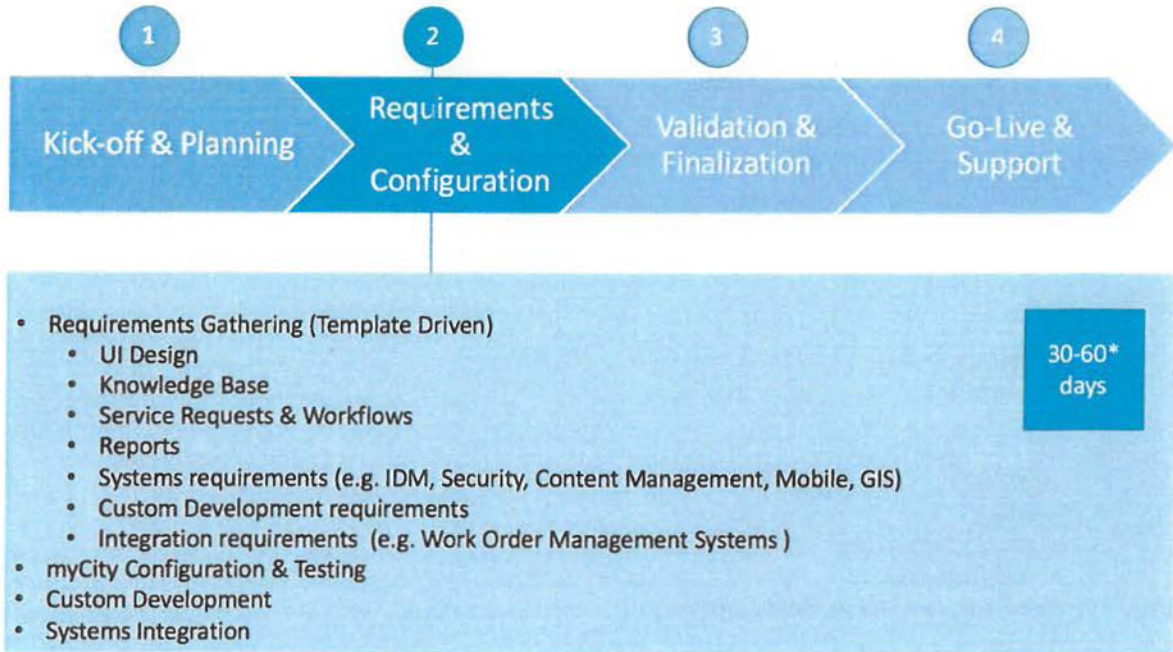
1	2	3	4
Kick-off & Planning	Requirements & Configuration	Validation & Finalization	Go-Live & Support

4.1. Phase 1: Kick-off & Planning

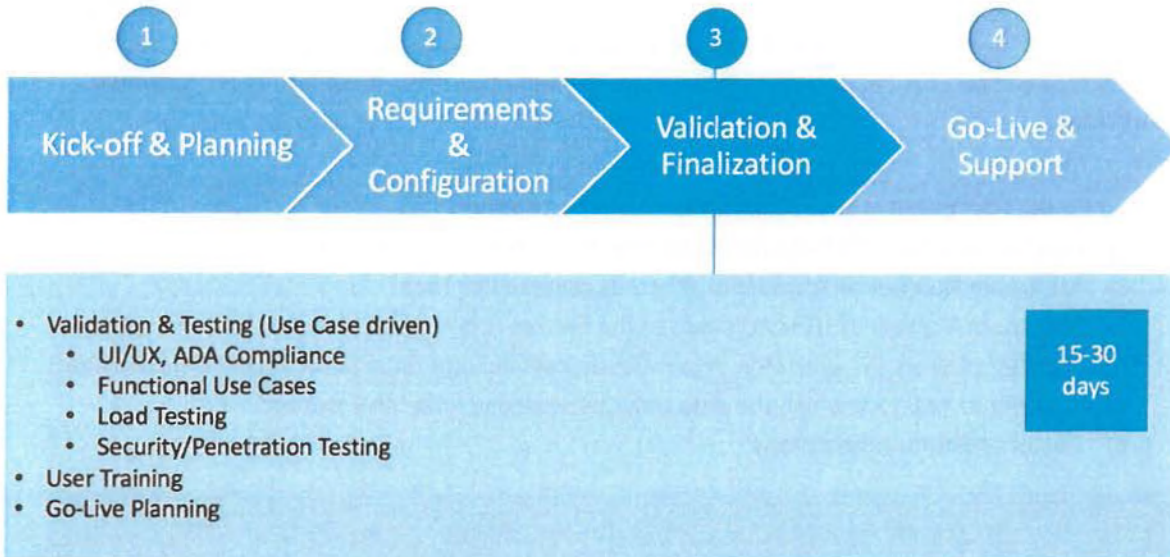| 1	2	3	4
Kick-off & Planning	Requirements & Configuration	Validation & Finalization	Go-Live & Support

- Kick-off (Define Goals, Scope, Stakeholders, Expectations)
- Identify Project Team and Participants for all phases
- Define Governance Structure (Steering Committee, Reporting Requirements)
- Detailed Project Plan including Resources & Timeline
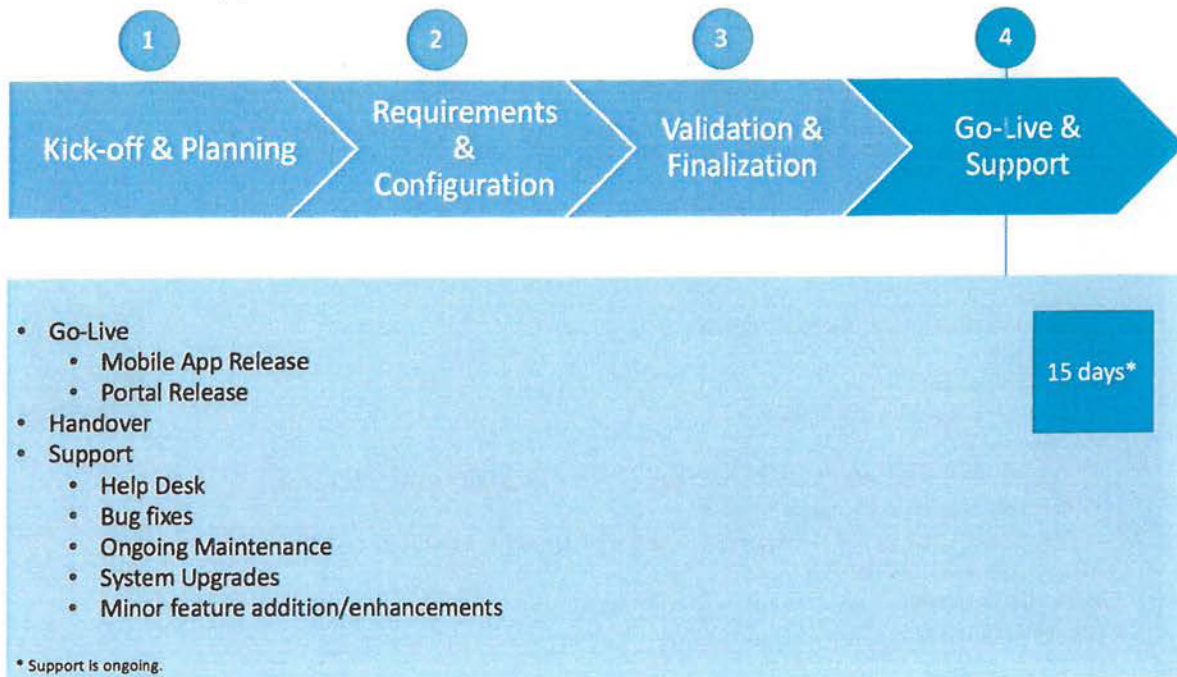
5-10 days

4.2. Phase 2: Requirements & Configuration

- Requirements Gathering (Template Driven)
  - UI Design
  - Knowledge Base
  - Service Requests & Workflows
  - Reports
  - Systems requirements (e.g. IDM, Security, Content Management, Mobile, GIS)
  - Custom Development requirements
  - Integration requirements (e.g. Work Order Management Systems)
- myCity Configuration & Testing
- Custom Development
- Systems Integration

30-60* days

4.3. Validation & Finalization

- Validation & Testing (Use Case driven)
  - UI/UX, ADA Compliance
  - Functional Use Cases
  - Load Testing
  - Security/Penetration Testing
- User Training
- Go-Live Planning

15-30 days

4.4. Go-Live & Support

As presented above, the project schedule can range from 65 days to 115 days depending on the availability of agency resource and complexity of business processes. A detailed and more accurate project plan will be possible only after initial planning and requirements gathering is completed.

5. Pricing

Pricing for the CAP based projects is based on following factors.

1) Custom Application Requirements for NOFA APP (number of workflows)
2) Maximum Number of Transaction/Records created Per Year
3) Maximum Number of User Accounts in the System (internal and external)
4) Number of Years for which the data must be kept current for reporting (real-time storage)
5) Number of Years for which the data must be stored in long term storage
6) Custom Systems Integrations

Item No.	Description	Price
1	Implementation of NOFA APP (Custom) for all six agencies - Requirements Gathering - UI Personalization - Configuration	$195,000

	- Basic Integrations (GIS, Email, other)[1] - Testing (Functional, Performance, Security) - Training - Go-Live Assumptions: - There is a generally accepted common workflow for NOFA Application process. - Each agency (LACDC, HCIDLA, HACLA, HACOLA, LADHS, CSH) has certain agency specific workflows for grants management - Each agency has a different reporting requirement - Each agency has different roles - Workflows for grants management where more than one agency is involved (e.g. LACDC and HCIDLA) are different from when only one agency is involved.	
3	Year 1 Pricing of Maintenance, Operation & Support for all six agencies (LACDC, HCIDLA, HACLA, HACOLA, LADHS, CSH) at $6,950/month for all agencies - Maximum Number of Customer Accounts (all agencies): 300,000 - Maximum Number of NOFA Applications/year (all agencies): 10,000 - Number of Years of Current Storage: 3 years - Number of Years of Long Term Storage: 5 years	$83,400/year
	Total Year 1 Price for all agencies	$278,400
4	Year 2 & 3 Pricing for Maintenance, Operations & Support for all agencies.	$83,400/year

Overage pricing:

- 5,000 additional applications/year: $1000/month.
- 50,000 additional users/year $350/month

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[1] Basic Integrations include federation with Google and Facebook, GIS (ESRI) & email. Integration with 3rd party systems are not included in Basic Integrations.

6. Communication Management Plan

3Di collaborate with its clients on different levels of the project. Our VP/Authorized personnel are firstly involved in all contractual and negotiation matters. Once the project is awarded, our Business Analysis team make communication with the customers for requirement gathering and analysis. With the completion of Requirement Gathering phase, our Project Managers co-ordinate with both the internal as well as the external (client) teams to provide project status updates to the clients and getting feedback upon the same. For discussing technical aspects into the project, our Technical Leaders and Architects could communicate with the client on Weekly/Monthly basis. Our support team as per the chosen Support Model could communicate with the client for any support and maintenance for the project.

Managed Services Support is provided via E-mail and/or phone during business hours. WebEx is used for meetings with the clients (for off-site staff members) for understanding and resolution of the issues, as per requirement. 3Di provides project status reports on weekly/monthly basis. The Steering committee provides report as per requirements. 3Di will also follow Zoho project management tool with which the agency will have access of the portal to review the project progress.

7. Change Management Plan

To make any change request, agency needs to provide details including but not limited to incidents that necessitate the change, description of how the change needs to be implemented, the impact that the change would need have on all associated systems etc.

For any change request, 3Di will be responsible for reviewing the request for change, evaluating the request based on its practicality and priority and determining whether the request is reasonable and providing feedback related to the request. Practical requests are then evaluated according to the originator of the request, the impact of making change on the system, the estimated time and costs, etc. A change plan would be defined which will outline the course that the change will take, the resources that are needed to complete the change, a timeline and costs for implementation. Once a change is implemented, 3Di tests the change, to determine whether the desired results have been achieved. The post-implementation review is an essential part of the change management process and 3Di is involved in reviewing records to determine whether the change was successful. Once the change process is complete, 3Di will make sure that the entire process has been documented in a database that all stakeholders can access. Once this documentation has been made, the process is closed out.

8. Quality Management Plan

3DI shall, in conjunction with the agency personnel perform all the necessary activities for Quality Assurance and Quality Control. 3Di will evaluate project performance on a regular basis to assure that project development is going in right direction and is meeting quality standards and business objectives. 3Di will identify causes for an any unsatisfactory performance and remedies to resolve them.

9. **Attachment 1**

High Level Functional Requirements

Universal Notice-of-funding-availability(NOFA) Online Application System
Statement of Work

Statement of Work: To Develop a Universal NOFA Online Application System

Background:

The Universal NOFA Online Application System is a web based system that makes it possible for affordable housing developers to apply for funding online for their affordable housing projects. This system is a collaborative effort from multiple agencies within the County of Los Angeles and can offer funding opportunities for affordable housing from one or more participating agencies. The participating agencies so far include LA County Community Development Commission (LACDC), Los Angeles City Housing and Community Investment Department (HCIDLA), Housing Authority of Los Angles (HACLA), and Housing Authority of the County of Los Angeles (HACOLA), Los Angeles County Department of Health Services (LADHS), and the Corporation for Supportive Housing (CSH). The high-level functionality of the system is listed below.

High-level Functionality	Description
System Functionality	1) Announce NOFA rounds to registered applicants 2) Setup applicant account and manage account profile 3) Enable Agencies to setup NOFA application criteria. 4) Accept NOFA applications from applicants 5) Track Score and Ranking of NOFA applications from one or more agencies 6) Interface with other agency systems via common web service interfaces. 7) Host on cloud-based environment to be shared by all participating agencies. 8) Support role-based security for the different user types 9) Support reporting capabilities 10) Support document management capabilities
For Participating Agencies	1) Each agency can manage its own NOFA rounds 2) Each agency can send out email notifications to all or specific registered users. 3) Each agency can create and manage 3rd party scorers to allow them to participate in the review and scoring of NOFA applications 4) Any agency can administer a multi-agency NOFA round. 5) Each agency in a multi-agency NOFA round can specify its own application requirements. 6) Each agency can manage user access – assign user ids, enable/disable access, etc… 7) Each agency can review and score applications. For multi-agency NOFA rounds, participating agencies can perform joint reviews of applications together. 8) Each agency can download completed applications to their in-house systems for post-application processing.

High-level Functionality	Description
For Applicants	1) Each applicant can register with the NOFA system and receive email announcement of new NOFAs 2) Each applicant can submit applications to one or more NOFA rounds. 3) Each applicant can reuse its applications for one or more NOFA rounds. 4) Each applicant can create additional user accounts so that multiple users can work on the same application on the applicant's behalf.

Draft Contract Amendment C-130651-2 with 3Di

SECOND AMENDMENT
TO AGREEMENT NUMBER C-130651 OF CITY OF LOS ANGELES CONTRACT
BETWEEN
THE CITY OF LOS ANGELES
AND
3DI, INC.

THIS FIRST AMENDMENT to Agreement Number C-130651 (Agreement) of City of Los Angeles Contracts is made and entered into by and between the City of Los Angeles, a municipal corporation, hereinafter referred to as the City, and 3Di, Incorporated, a for-profit, closely held corporation, hereinafter referred to as the Contractor.

WITNESSETH

WHEREAS, the City and the Contractor have entered into an Agreement wherein Contractor shall provide certain information technology services for business systems development, said Agreement effective January 1, 2018 and subsequently amended, which together with all amendments thereto shall hereinafter be referred to as the Agreement; and

WHEREAS, Section 505 of the Agreement provides for amendments to the Agreement; and

WHEREAS, The Agreement contemplated that modifications and closeout activities may be required after the time set forth in "Section 201 Time of Performance" of the Agreement; and

WHEREAS, the City and the Contractor are desirous of amending the Agreement as authorized by the City Council and the Mayor (refer to Council File Number XX-XXXX approved by City Council on XXXX XX 2018 and concurred by the Mayor on XXXX XX 2018), which authorizes the General Manager of the Housing and Community Investment Department to prepare and execute an amendment to the Agreement for the purpose of: (a) adding additional funds in the amount of **One Hundred Ninety Five Thousand Dollars ($195,000)** for a new total of **Two Million Five Hundred Fifteen Thousand Five Hundred Sixty Two Dollars ($2,515,562)**; (b) making such other changes as are required in connection with the foregoing, all as detailed elsewhere in this Amendment; and

WHEREAS, this Amendment is necessary and proper to continue and/or complete certain activities authorized under the Agreement.

NOW, THEREFORE, the City and the Contractor agree that the Agreement be amended as follows:

Page 1 of 4

3Di, Inc.
C-130651-2

	6) Each agency can manage user access – assign user ids, enable/disable access, etc… 7) Each agency can review and score applications. For multi-agency NOFA rounds, participating agencies can perform joint reviews of applications together. 8) Each agency can download completed applications to their in-house systems for post-application processing.	
For Applicants	1) Each applicant can register with the NOFA system and receive email announcement of new NOFAs 2) Each applicant can submit applications to one or more NOFA rounds. 3) Each applicant can reuse its applications for one or more NOFA rounds. 4) Each applicant can create additional user accounts so that multiple users can work on the same application on the applicant's behalf	

§3.   Except as herein amended, all terms and conditions of the Agreement shall remain in full force and effect.

§4.   This Amendment is executed in three (3) duplicate originals, each of which is deemed to be an original. This Amendment includes four (4) pages which constitute the entire understanding and agreement of the parties.

3Di, Inc.
C-130651-2

FIRST AMENDMENT

§1. Amend Section 301.A, "Compensation and Method of Payment" by deleting the contract total of Two Million Three Hundred Twenty Thousand Five Hundred Sixty Two Dollars ($2,320,562) and replacing it with the new total of **Two Million Five Hundred Fifteen Thousand Five Hundred Sixty Two Dollars ($2,515,562)**.

This amendment adds **One Ninety Five Thousand Dollars ($195,000)** for a new contract total of **Two Million Five Hundred Fifteen Thousand Five Hundred Sixty Two Dollars ($2,515,562)**.

§2. Amend Section 202, "Services to be Provided by the Contractor" by adding the following:

9. Universal Notice-of-funding-availability(NOFA) Online Application System - Develop the Universal NOFA Online Application System. This is a web based system that makes it possible for affordable housing developers to apply for funding online for their affordable housing projects. This system is a collaborative effort between the City of Los Angeles and Los Angeles County and can offer funding opportunities for affordable housing from one or more participating agencies. The high-level functionality of the system is listed below:

High-level Functionality	Description
System Functionality	1) Announce NOFA rounds to registered applicants 2) Setup applicant account and manage account profile 3) Enable Agencies to setup NOFA application criteria. 4) Accept NOFA applications from applicants 5) Track Score and Ranking of NOFA applications from one or more agencies 6) Interface with other agency systems via common web service interfaces. 7) Host on cloud-based environment to be shared by all participating agencies. 8) Support role-based security for the different user types 9) Support reporting capabilities 10) Support document management capabilities
For Participating Agencies	1) Each agency can manage its own NOFA rounds 2) Each agency can send out email notifications to all or specific registered users. 3) Each agency can create and manage 3rd party scorers to allow them to participate in the review and scoring of NOFA applications 4) Any agency can administer a multi-agency NOFA round. 5) Each agency in a multi-agency NOFA round can specify its own application requirements.

3Di, Inc.
C-130651-2

IN WITNESS WHEREOF, the City of Los Angeles and the Contractor have caused this Agreement to be executed by their duly authorized representatives.

APPROVED AS TO FORM:

MICHAEL N. FEUER, City Attorney

By _____
Deputy/Assistant City Attorney

Date _____

ATTEST:

HOLLY L. WOLCOTT, City Clerk

By _____
Deputy City Clerk

Date _____

(Contractor's Corporate Seal)

Executed this ____ day of _____, 2018

For: THE CITY OF LOS ANGELES

RUSHMORE D. CERVANTES
General Manager
Housing and Community Investment
Department

By _____
Laura K. Guglielmo
Executive Officer

Executed this ____ day of _____, 2018

For: 3DI, INC.

By: _____
Mihir Desai
Vice President & CFO

City Business License Number: 0000495437-0002-8
Internal Revenue Service Number: 33-0647719
Council File/CAO File Number: XXXX-XXXXX-XXXX Date of Approval: Month XX, XXXX
Said Agreement is Number C-130651-2 of City Contracts Amendment 2

3Di, Inc.
C-130651-2