

0150-10463-0001

**TRANSMITTAL**

TO The Council	DATE  6/2/17	COUNCIL FILE NO.  15-1140
FROM The Mayor		COUNCIL DISTRICT All

**Proposed First Amendment to Contract No. C-126467 with  
LexisNexis Claims Solutions, Inc.  
for enhancements to the Police Department's Community Online Reporting Service  
and the Report Distribution Service**

Transmitted for your consideration. See  
City Administrative Officer report attached.



MAYOR

(Ana Guerrero)

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: May 26, 2017

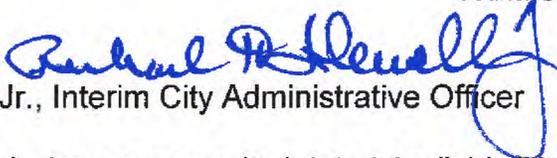
CAO File No. 0150-10463-0001

Council File No. 15-1140

Council District: --

To: The Mayor

From: Richard H. Llewellyn, Jr., Interim City Administrative Officer



Reference: Board of Police Commissioners transmittal dated April 11, 2017; referred for report April 13, 2017

Subject: **FIRST AMENDMENT TO CONTRACT NO. C-126467 WITH LEXIS/NEXIS CLAIMS SOLUTIONS, INC. FOR ENHANCEMENTS TO THE COMMUNITY ONLINE REPORTING SERVICE AND THE REPORT DISTRIBUTION SERVICE OF THE LOS ANGELES POLICE DEPARTMENT**

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### RECOMMENDATION

That the Council, authorize the Chief of Police, or his designee, to negotiate and execute a First Amendment to Contract No. C-126467 with LexisNexis Claims Solutions, Inc. for the purpose of adding \$35,000 for enhancements to the Community Online Reporting Service (CORS) and the Report Distribution Service (RDS), subject to the review and approval of the City Attorney as to form.

### BACKGROUND

On October 14, 2015, the Council approved a five-year contract with LexisNexis Claims Solutions, Inc. for the purpose of developing a CORS and RDS which facilitates the efficient reporting of incidents by the public that do not require involvement of a Police Officer and the electronic retrieval of traffic collision reports requested by the public and insurance companies. Both of these systems have been implemented and are reported by the Department to be functioning as planned. To date, 3,177 reports have been submitted through CORS, including 583 for vandalism, 109 for harassing phone calls, and 2,485 for lost property, while 37,386 traffic reports have been purchased through the RDS.

The First Amendment would add \$35,000 for the costs of programming three necessary modifications to the CORS system, which was purchased as a commercial off-the-shelf application without significant Department customizations in order to keep system costs low. Since the annual contract compensation of \$60,000 covers licensing and maintenance fees only, the proposed modifications are an added cost to the contract. These modifications will improve the user experience for residents, reduce the review time for vandalism reports, and improve the Department's tracking of crime locations. Specifically, the Amendment will provide the following reporting enhancements:

- Limiting vandalism (property and vehicles) report filing to crimes with less than \$400 in damages since these reports do not require a Police Officer to take the report. As there is not currently a dollar limit programmed into CORS for vandalism reports, residents sometimes use CORS to file reports with damages above \$400, requiring follow up by a Police Officer and the additional time of residents;
- Automatically assigning Reporting District and Geographic Area data to crime reports submitted through CORS to allow for improved crime location tracking; and,
- Automatically limiting the city field auto-population options based on other address fields provided by the filer (e.g., zip code) thereby simplifying the filer's user experience and avoiding errors in location data.

### **FISCAL IMPACT STATEMENT**

No additional General Fund appropriation is required as the Department's operating budget will provide funding for the First Amendment (\$35,000) to this Agreement with LexisNexis Solutions, Inc. Therefore, approval of this contract Amendment complies with the City's Financial Policies in that budgeted funds are being used for one-time expenses.

*RHL:TJM:04170124*

Attachment

# LOS ANGELES POLICE COMMISSION

Attachment

BOARD OF  
POLICE COMMISSIONERS

MATTHEW M. JOHNSON  
PRESIDENT

STEVE SOBOROFF  
VICE PRESIDENT

SANDRA FIGUEROA-VILLA  
SHANE MURPHY GOLDSMITH  
CYNTHIA McCLAIN-HILL

MARIA SILVA  
COMMISSION EXECUTIVE ASSISTANT II



ERIC GARCETTI  
Mayor

RICHARD M. TEFANK  
EXECUTIVE DIRECTOR

ALEXANDER A. BUSTAMANTE  
INSPECTOR GENERAL

EXECUTIVE OFFICE  
POLICE ADMINISTRATION BUILDING  
100 WEST FIRST STREET, SUITE 134  
LOS ANGELES, CA 90012-4112

(213) 236-1400 PHONE  
(213) 236-1410 FAX  
(213) 236-1440 TDD

April 11, 2017

BPC #17-0133

The Honorable Eric Garcetti  
Mayor, City of Los Angeles  
City Hall, Room 303  
Los Angeles, CA 90012

Attention Mandy Morales

Dear Honorable Mayor:

RE: APPROVAL OF FIRST AMENDMENT TO AGREEMENT NUMBER C-126467 WITH LEXISNEXIS CLAIMS SOLUTIONS, INC., FOR COMMUNITY ONLINE REPORTING SERVICES (CORS) AND REPORT DISTRIBUTION SERVICE (RDS) FOR THE LOS ANGELES POLICE DEPARTMENT

At the regular meeting of the Board of Police Commissioners held Tuesday, April 11, 2017, the Board APPROVED the Department's report relative to the above matter.

This matter is being forwarded to you for approval.

Respectfully,

BOARD OF POLICE COMMISSIONERS

A handwritten signature in blue ink that reads "Maria Silva".

MARIA SILVA  
Commission Executive Assistant

Attachment

c: Chief of Police

INTRADEPARTMENTAL CORRESPONDENCE

BPC #17-0133

Attachment

RECEIVED

APR 05 2017

POLICE COMMISSIONER

March 31, 2017  
14.1

REVIEWED

**TO:** The Honorable Board of Police Commissioners

**FROM:** Chief of Police

*Richard M. Tefank*  
RICHARD M. TEFANK  
EXECUTIVE DIRECTOR  
4/11/17  
DATE

**SUBJECT:** APPROVAL OF FIRST AMENDMENT TO AGREEMENT NUMBER C-126467 WITH LEXISNEXIS CLAIMS SOLUTIONS, INC. FOR COMMUNITY ONLINE REPORTING SERVICES (CORS) AND REPORT DISTRIBUTION SERVICE (RDS) FOR THE LOS ANGELES POLICE DEPARTMENT

**RECOMMENDED ACTIONS**

1. That the Board of Police Commissioners (Board) REVIEW and APPROVE the attached Professional Services Agreement with LexisNexis Claims Solutions Inc. ("LexisNexis"), subject to approval by the City Attorney as to form and legality.
2. That the Board TRANSMIT the Agreement to the Office of the Mayor for review and approval.
3. That the Board AUTHORIZE the Chief of Police to execute the Agreement upon Mayoral approval.

**DISCUSSION**

On October 22, 2015, the City and LexisNexis entered into Agreement No. C-126467 wherein LexisNexis agreed to provide two related web-based systems allowing the public to submit selected Incident Reports and/or allow the community to request select police reports through a secure application.

LAPD desires to amend the Agreement to add a service change to LexisNexis' Statement of Work of Agreement No. C-126467. The changes include limiting online filers to amounts under \$400, automatically adding reporting district and geographic areas to reports, and limiting city field auto-population options based on the other address fields provided by the filer. For these additional tasks, LexisNexis will be compensated an amount not to exceed thirty-five thousand Dollars (\$35,000).

Should you have any questions regarding this matter, please contact Michael Hyams, Commanding Officer, Risk Management Legal Affairs Group, at (213) 486-8730.

Respectfully,

  
CHARLIE BECK  
Chief of Police

Attachment

BOARD OF  
POLICE COMMISSIONERS  
Approved April 11, 2017  
*Maria Silva*

**INTRADEPARTMENTAL CORRESPONDENCE**

March 15, 2017  
14.1

**TO:** Chief of Police

**FROM:** Commanding Officer, Risk Management Legal Affairs Group

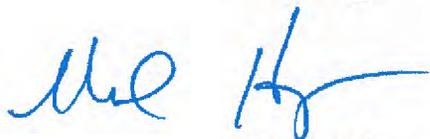
**SUBJECT:** APPROVAL OF FIRST AMENDMENT TO AGREEMENT NUMBER C-126467 WITH LEXISNEXIS CLAIMS SOLUTIONS, INC. FOR COMMUNITY ONLINE REPORTING SERVICES (CORS) AND REPORT DISTRIBUTION SERVICE (RDS) FOR THE LOS ANGELES POLICE DEPARTMENT

It is requested that the Chief of Police review, approve, and transmit to the Board of Police Commissioners the attached First Amendment to Agreement No. C-126467 between the Los Angeles Police Department (LAPD) and LexisNexis Claims Solutions Inc. ("LexisNexis"). The Office of the City Attorney has approved the attached contract as to form and legality.

On October 22, 2015, the City and LexisNexis entered into Agreement No. C-126467 wherein LexisNexis agreed to provide two related web-based systems allowing the public to submit selected Incident Reports and/or allow the community to request select police reports through a secure application.

LAPD desires to amend the Agreement to add a service change to LexisNexis' Statement of Work of Agreement No. C-126467. The changes include limiting online filers to amounts under \$400, automatically adding reporting district and geographic areas to reports, and limiting city field auto-population options based on the other address fields provided by the filer. For these additional tasks, LexisNexis will be compensated an amount not to exceed thirty-five thousand dollars (\$35,000).

Should you have any questions regarding this matter, please contact Senior Management Analyst Nancy Cammarata, Risk Management Legal Affairs Group, at (213) 486-0378.



MICHAEL HYAMS, Commander  
Commanding Officer  
Risk Management Legal Affairs Group

Attachments

**FIRST AMENDMENT TO CITY CONTRACT NO. C-126467  
BETWEEN  
THE CITY OF LOS ANGELES  
AND  
LEXISNEXIS CLAIMS SOLUTIONS INC.**

This **FIRST AMENDMENT** ("First Amendment") to Los Angeles City Contract No. C-126467 (the "Agreement") is made and entered into by and between the City of Los Angeles, a municipal corporation (herein referred to as "City"), acting by and through its Police Department ("LAPD"), and LexisNexis Claims Solutions Inc., on behalf of itself and its affiliates, an Arizona Corporation (herein referred to as "Contractor").

WHEREAS, the City and the Contractor have entered into Los Angeles City Contract No. C-126467 wherein Contractor agreed to provide two (2) related web-based systems allowing the public to submit selected Incident Reports and/or allow the community to request copies of select police reports through a secure application; and

WHEREAS, Section 14.1 of the Agreement provides for amendments to the Agreement; and

WHEREAS, the City and the Contractor are desirous of amending the Agreement to add a service change to Attachment B, Statement of Work, of the Agreement. The changes include limiting online filers to amounts under \$400, automatically adding reporting district and geographic areas to reports, and limiting city field auto-population options based on the other address fields provided by the filer; and

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

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

1. Section 7.0, Compensation and Method of Payment
  - A. City will pay to Contractor as compensation for complete and satisfactory performance of the terms of this Agreement, an amount not to exceed Two Hundred Seventy-Five Thousand Dollars (\$275,000). Of this amount, Two Hundred Forty Thousand Dollars (\$240,000) will be used for Maintenance and support ("Annual Fee") of CORS as follows:

<u>YEAR</u>	<u>AMOUNT</u>
Year One	\$0
Year Two	\$60,000
Year Three	\$60,000

Year Four	\$60,000
Year Five	\$60,000

F. Of the total compensation included in Section 7.0 (A) above, the City will pay the Contractor for services to be performed, and tasks to be implemented as specified in this Agreement and the attached Statement of Work (Exhibit 1) and satisfactorily performed in accordance with the terms of this Agreement, an amount not to exceed Thirty-Five Thousand Dollars (\$35,000).

2. Attachment B (Statement of Work) of the Agreement is hereby amended in its entirety and restated as set forth in Exhibit 1 of this First Amendment, which is attached hereto.
3. Except as herein amended or modified, all terms and conditions of the Agreement shall remain unchanged and in full force and effect.
4. This First Amendment may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. This First Amendment includes three (3) pages and one (1) Exhibit, which constitute the entire understanding and agreement of the parties.

IN WITNESS THEREOF, the City and the Contractor have caused this First Amendment to be executed by their respective duly authorized representatives.

THE CITY OF LOS ANGELES

LEXISNEXIS CLAIMS SOLUTIONS INC.

By:   
CHARLIE BECK  
Chief of Police

By:   
BILL MADISON  
CEO Insurance Data Solutions  
LexisNexis Claims Solutions Inc.

Date: 4/4/17

Date: 03/08/2017

APPROVED AS TO FORM:

MICHAEL N. FEUER, City Attorney

(2<sup>nd</sup> Corporate Officer)

By: \_\_\_\_\_  
DANIEL KREINBRING  
Deputy City Attorney

By:   
MEREDITH SIDEWATER  
SVP and General Counsel  
Lexis Nexis Claims Solutions Inc.

Date: \_\_\_\_\_

Date: 03/09/2017



3/7/17

ATTEST:

HOLLY L. WOLCOTT, City Clerk

By: \_\_\_\_\_  
Deputy City Clerk

Date: \_\_\_\_\_

City Business Tax Registration Certificate (BTRC) Number: 0002840960-0001-2

Internal Revenue Service Taxpayer Identification Number: 52-1471842

Agreement Number: C-126467-1

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**EXHIBIT 1**

**STATEMENT OF WORK**

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# Statement of Work

For  
LexisNexis Risk Solutions

## **LOS ANGELES POLICE DEPARTMENT**

Community Online Reporting Service (CORS)  
Enhancements 1, 2, and 3

February 13, 2017

Contract # \_\_\_\_\_

**PROPRIETARY INFORMATION:** This document contains information that is proprietary property of LexisNexis. The information contained herein shall not be published, disclosed to others, duplicated in whole or in part, or used for any purpose other than in specific execution of this Statement of Work.



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## CORS Enhancements STATEMENT OF WORK

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### **1 Purpose of this Statement of Work**

This Statement of Work ("SOW") defines the scope of work to be accomplished by LexisNexis (hereinafter referred to as "Contractor") for the Los Angeles Police Department (hereinafter referred to as "LAPD" or "Department"). The Contractor will be providing the implementation services for enhancements to the Community Online Reporting Service ("CORS") under the terms and conditions of this Agreement.

The purpose of CORS is to provide an improved service to members of the public by offering a secure, effective method of reporting incidents via the Internet.

The responsibilities of the Contractor and LAPD are defined herein and preliminary Project Schedules are provided. The Contractor will schedule a weekly call with LAPD throughout the implementation process and provide a conference bridge number to the LAPD participants. The purpose of this call will be to review the progress of the CORS enhancement implementation schedule, coordinate tasks, and identify potential risks to the timeline.



## **2 Roles and Responsibilities**

The Contractor and LAPD will collaborate in a joint effort to provide all deliverables as defined in this proposal:

The Contractor will designate a Project Manager ("PM") and a Project Management Team that will be responsible for the execution of this SOW and will work directly with LAPD. The Contractor will be responsible for the execution of the CORS enhancements. Management tasks include defining, planning, directing, and controlling the effort to accomplish the objectives as defined in the contract and contained in this SOW. The PM will be the primary Point of Contact for LAPD communications from the Contractor.

The PM's responsibilities include:

- Review the SOW and any associated documents with the LAPD PM
- Maintain project communication through the LAPD PM and the Contractor
- Ensure proper documentation, configuration, and procedural standards for the project
- Conduct project status meetings via conference calls and WebEx when necessary
- Review and administer Project Change Control with the LAPD PM

### **Assumptions: LAPD Roles, Resources & Availability**

LAPD will staff the following roles for the duration of the project and make them available in a timely manner to the Contractor and their respective client partners when deemed necessary:

- Project Sponsor
- Project Manager
- Subject Matter Experts
  - Subject Matter Expert(s) for CORS and LAPD's use of CORS



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### **3 Governance/Project Management**

This section includes all activities, deliverables, acceptance criteria and assumptions for providing the required project management as well as program management for a successful implementation of the CORS enhancements:

#### **Activities:**

- Contractor establishes and maintains Contract Management. Contracts Management is provided by the Contractor PM and ensures compliance with the contract items, terms and conditions, including any changes to the contract.
- Contractor establishes and maintains Risk Management.
- Contractor establishes and maintains a Communication Plan.

#### **Contractor and Subcontractor Deliverables:**

- Project Kickoff Meeting
- Weekly Status Meeting

#### **Acceptance Criteria:**

- LAPD will make all reasonable efforts to review all deliverables and raise any concerns to Contractor within ten (10) business days. If the LAPD does not raise concerns within thirty (30) business days of receipt of the deliverable, the deliverable will be deemed accepted. LAPD consolidates deliverable feedback into a single list and communicates via email to the Contractor's Project Manager.

#### **Assumptions:**

- LAPD assigns a Project Manager for the CORS enhancement deployments.
- LAPD assigns an Executive Sponsor for the CORS enhancement deployments.



## **4 Design**

### **4.1 CORS Enhancement 1 Design**

This section includes all activities, deliverables, acceptance criteria, and assumptions for the required design exercise needed for the successful implementation of CORS Enhancement 1: Prevent filers from submitting vandalism reports (property and vehicles) when the total damage value is \$400 or greater.

#### **Activities:**

- Contractor will design the work flow and determine how the new enhancement will operate.
- Contractor will develop and test the new enhancement.
- Contractor will load the new enhancement onto the LAPD CORS Staging Environment for LAPD to use for testing and acceptance purposes.
- Contractor will load the new enhancement onto the LAPD CORS Production Environment.

#### **Deliverables:**

- Enhancement 1 loaded onto LAPD CORS Staging Environment
- Enhancement 1 loaded onto LAPD CORS Production Environment

#### **Acceptance Criteria:**

- LAPD will make all reasonable efforts to review all deliverables and raise any concerns to Contractor within ten (10) business days. If the LAPD does not raise concerns within thirty (30) business days of receipt of the deliverable, the deliverable will be deemed accepted. LAPD consolidates deliverable feedback into a single list and communicates via email to the Contractor PM.

#### **Assumptions:**

- LAPD will identify Subject Matter Experts ("SME's") to attend the design meetings; SME's are required, at a minimum, for the following areas of expertise:
  - Working knowledge of CORS and LAPD use of CORS
- LAPD will provide an error message in both English and Spanish that will be visible to the filer when the total damage value to property and/or vehicles is \$400 or greater.
- LAPD will test the enhancement on both the LAPD CORS Staging and Production Environments and confirm that vandalism reports cannot be submitted when the total damage value to property and/or vehicles is \$400 or greater.



## **4.2 CORS Enhancement 2 Design**

This section includes all activities, deliverables, acceptance criteria, and assumptions for the required design exercise needed for the successful implementation of CORS Enhancement 2: Automatically assign the Reporting District ("RD") and Geographic Area ("GA") for submitted reports.

### **Activities:**

- Contractor will design the work flow and determine how the new enhancement will operate.
- Contractor will develop and test the new enhancement.
- Contractor will load the new enhancement onto the LAPD CORS Staging Environment for LAPD to use for testing and acceptance purposes.
- Contractor will load the new enhancement onto the LAPD CORS Production Environment.

### **Deliverables:**

- Enhancement 2 loaded onto LAPD CORS Staging Environment
- Enhancement 2 loaded onto LAPD CORS Production Environment

### **Acceptance Criteria:**

- LAPD will make all reasonable efforts to review all deliverables and raise any concerns to Contractor within ten (10) business days. If the LAPD does not raise concerns within thirty (30) business days of receipt of the deliverable, the deliverable will be deemed accepted. LAPD consolidates deliverable feedback into a single list and communicates via email to the Contractor PM.

### **Assumptions:**

- LAPD will identify Subject Matter Experts to attend the design meetings; SME's are required, at a minimum, for the following areas of expertise:
  - Working knowledge of CORS and LAPD use of CORS
- LAPD will provide an address file in CSV format containing all valid addresses in LAPD's jurisdiction that contains the corresponding RD and GA for each address.
- LAPD will provide an intersection file in CSV format containing all valid intersections in LAPD's jurisdiction that contains the corresponding RD and GA for each intersection.
- LAPD will provide a list of common places in CSV format containing the corresponding addresses along with the corresponding RD and GA for each common place.
- LAPD will test the enhancement on both the LAPD CORS Staging and Production Environments and confirm that reviewers will see the prepopulated RD and GA in the reports.



### **4.3 CORS Enhancement 3 Design**

This section includes all activities, deliverables, acceptance criteria, and assumptions for the required design exercise needed for the successful implementation of CORS Enhancement 3: Limit city field auto-population options based on the other address fields provided by the filer.

#### **Activities:**

- Contractor will design the work flow and determine how the new enhancement will operate.
- Contractor will develop and test the new enhancement.
- Contractor will load the new enhancement onto the LAPD CORS Staging Environment for LAPD to use for testing and acceptance purposes.
- Contractor will load the new enhancement onto the LAPD CORS Production Environment.

#### **Deliverables:**

- Enhancement 3 loaded onto LAPD CORS Staging Environment
- Enhancement 3 loaded onto LAPD CORS Production Environment

#### **Acceptance Criteria:**

- LAPD will make all reasonable efforts to review all deliverables and raise any concerns to Contractor within ten (10) business days. If the LAPD does not raise concerns within thirty (30) business days of receipt of the deliverable, the deliverable will be deemed accepted. LAPD consolidates deliverable feedback into a single list and communicates via email to the Contractor PM.

#### **Assumptions:**

- LAPD will identify SME's to attend the design meetings; SME's are required, at a minimum, for the following areas of expertise:
  - Working knowledge of CORS and LAPD use of CORS.
- LAPD will provide an address file in CSV format containing all valid addresses in LAPD's jurisdiction that contains the city names followed by the GA name.
- LAPD will provide an intersection file in CSV format containing all valid intersections in LAPD's jurisdiction that contains the corresponding city names followed by the GA name.
- LAPD will test the enhancement on both the LAPD CORS Staging and Production Environments and confirm that filers will be able to choose from an appropriate list of entries in the city field.



## **5 Implementation**

The implementation of the CORS enhancements can only begin if all activities and deliverables outlined in the Design Phase have been accepted.

### **5.1 CORS Enhancement 1 Implementation**

This section includes all activities, deliverables, acceptance criteria and assumptions for implementing the CORS Enhancement 1 into a live production environment.

#### **Activities:**

##### CORS Staging Environment

- Coplogic loads CORS Enhancement 1 on the LAPD CORS Staging Environment.
- LAPD performs user acceptance testing ("UAT") to identify any critical defects.
- Contractor and LAPD will communicate and identify suitable solutions to any critical defects identified during UAT.
- Contractor corrects critical defects.
- LAPD performs UAT to confirm all critical defects have been corrected.
- Contractor prepared to load Enhancement 1 onto LAPD CORS Production Environment.

##### CORS Production Environment

- Contractor loads CORS Enhancement 1 on the LAPD CORS Production Environment.
- LAPD confirms that vandalism reports cannot be submitted when the total damage value to property and/or vehicles is \$400 or greater.

#### **Deliverables:**

- Enhancement 1 loaded onto LAPD CORS Staging Environment
- Enhancement 1 loaded onto LAPD CORS Production Environment

#### **Acceptance Criteria:**

- Enhancement 1 Loaded onto LAPD CORS Staging Environment
  - Vandalism reports cannot be submitted when the total damage value to property and/or vehicles is \$400 or greater.
  - An error message appears to the filer when trying to submit a vandalism report where the total damage value to property and/or vehicles is \$400 or greater.
  - All critical UAT issues have been resolved.
- Enhancement 1 Loaded onto LAPD CORS Production Environment
  - LAPD CORS Production Environment is successfully rolled out with Enhancement 1 operating as exhibited on the LAPD CORS Staging Environment.



## CORS Enhancements STATEMENT OF WORK

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### **Assumptions:**

- LAPD will provide an error message in both English and Spanish that will be visible to the filer when the total damage value to property and/or vehicles is \$400 or greater.
- UAT is limited to ten (10) business days in duration, assuming all UAT issues can be resolved during this time.
- LAPD is responsible for UAT and contributing to integration testing.



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## **5.2 CORS Enhancement 2 Implementation**

This section includes all activities, deliverables, acceptance criteria and assumptions for implementing the CORS Enhancement 2 into a live production environment.

### **Activities:**

#### CORS Staging Environment

- Contractor loads CORS Enhancement 2 on the LAPD CORS Staging Environment.
- LAPD performs UAT to identify any critical defects.
- Contractor and LAPD will communicate and identify suitable solutions to any critical defects identified during UAT.
- Contractor corrects critical defects.
- LAPD performs UAT to confirm all critical defects have been corrected.
- Contractor prepared to load Enhancement 2 onto LAPD CORS Production Environment.

#### CORS Production Environment

- Contractor loads CORS Enhancement 2 on the LAPD CORS Production Environment.
- LAPD confirms that reviewers will see the prepopulated RD and GA in the submitted reports.

### **Deliverables:**

- Enhancement 2 loaded onto LAPD CORS Staging Environment
- Enhancement 2 loaded onto LAPD CORS Production Environment

### **Acceptance Criteria:**

- Enhancement 2 Loaded onto LAPD CORS Staging Environment
  - Reports submitted through CORS will auto-populate the RD and GA for the reviewers
  - All critical UAT issues have been resolved
- Enhancement 2 Loaded onto LAPD CORS Production Environment
  - LAPD CORS Production Environment is successfully rolled out with Enhancement 2 operating as exhibited on the LAPD CORS Staging Environment

### **Assumptions:**

- LAPD will provide an address file in CSV format containing all valid addresses in LAPD's jurisdiction that contains the corresponding RD and GA for each address.
- LAPD will provide an intersection file in CSV format containing all valid intersections in LAPD's jurisdiction that contains the corresponding RD and GA for each intersection.
- LAPD will provide a list of common places in CSV format containing the corresponding addresses along with the corresponding RD and GA for each common place.
- UAT is limited to ten (10) business days in duration, assuming all UAT issues can be resolved during this time.
- LAPD is responsible for UAT and contributing to integration testing.



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### **5.3 CORS Enhancement 3 Implementation**

This section includes all activities, deliverables, acceptance criteria and assumptions for implementing the CORS Enhancement 3 into a live production environment.

#### **Activities:**

##### CORS Staging Environment

- Contractor loads CORS Enhancement 3 on the LAPD CORS Staging Environment.
- LAPD performs UAT to identify any critical defects.
- Contractor and LAPD will communicate and identify suitable solutions to any critical defects identified during UAT.
- Contractor corrects critical defects.
- LAPD performs UAT to confirm all critical defects have been corrected.
- Contractor prepared to load Enhancement 3 onto LAPD CORS Production Environment.

##### CORS Production Environment

- Contractor loads CORS Enhancement 3 on the LAPD CORS Production Environment.
- LAPD confirms that filers will be able to choose from an appropriate list of entries in the city field.

#### **Deliverables:**

- Enhancement 3 loaded onto LAPD CORS Staging Environment
- Enhancement 3 loaded onto LAPD CORS Production Environment

#### **Acceptance Criteria:**

- Enhancement 3 Loaded onto LAPD CORS Staging Environment
  - Filers will see a list of appropriate options in the city field when entering a specific address or intersection
  - All critical UAT issues have been resolved
- Enhancement 3 Loaded onto LAPD CORS Production Environment
  - LAPD CORS Production Environment is successfully rolled out with Enhancement 3 operating as exhibited on the LAPD CORS Staging Environment

#### **Assumptions:**

- LAPD will provide an address file in CSV format containing all valid addresses in LAPD's jurisdiction that contains the city names followed by the GA name.
- LAPD will provide an intersection file in CSV format containing all valid intersections in LAPD's jurisdiction that contains the corresponding city names followed by the GA name.
- UAT is limited to ten (10) business days in duration, assuming all UAT issues can be resolved during this time.
- LAPD is responsible for UAT and contributing to integration testing.



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## **6 Rollout (Post Go-Live Support)**

Note: Rollout for the CORS enhancements can only be conducted if the corresponding implementation phase for the CORS or RDS has been completed and accepted.

This section includes all activities, deliverables and assumptions for providing Post Go-Live support of the CORS enhancements on the LAPD CORS Production Environment:

### **Activities:**

- Contractor will host CORS for the LAPD twenty-four (24) hours a day, seven (7) days a week, with a 99% uptime.
- Contractor will support CORS in any technical capacity necessary to ensure production functionality and provide help desk support for handling inquiries and problems.
- Contractor will provide online and toll-free telephone-based customer service for LAPD and community members between the hours of 5:00 a.m. and 5:00 p.m. (Pacific Time) and call back phone support will be provided after hours.
- Contractor will ensure the system regains operations within seventy-two (72) hours after operations were suspended due to application failure.
- Contractor will work with LAPD to resolve any issue and ensure LAPD is 100% satisfied.
- Contractor will correct any element of the system which fails to perform in accordance with the requirements of this Contract, at no cost to the Department. Corrective action will include, but is not limited to, redesigning, repairing or replacing the nonconforming element of the software. Ensuring the software is free from imperfections in design and free from any and all defects and is able to perform continuously and satisfactorily under normal operating conditions.
- Contractor will ensure that all maintenance is performed by qualified personnel who are familiar with the CORS system.
- Contractor will provide notification if any updates or enhancements are being made to the CORS system that will impact access to the system. Notification will be a written notice fifteen (15) days in advance to the LAPD Project Manager, advising of the change and potential impact.
- LAPD may request additional enhancements be added to CORS during the term of the contract. If new enhancements are requested by LAPD, then an enhancement request will be submitted to the Contractor via a written request to the Contractor PM. Contractor will evaluate the requirements of the request and provide a proposal to the LAPD PM that will include the cost (if any) and timeline for completing the request.

### **Deliverables:**

- Incident Reporting Procedures
- Helpdesk Contact Info

### **Assumptions:**

- Support is provided during business hours only.



CORS Enhancements  
STATEMENT OF WORK

### 7 Deliverable/Payment Schedule

All fees for this project will be billed as a fixed fee totaling **\$35,000.00** including all taxes. Any additional work outside of the scope of this project must be approved by LAPD through formal project change management procedures.

As deliverables are completed, invoices will be submitted to the LAPD in the following amounts:  
Note: Each deliverable will be accompanied by a Deliverable Acceptance Certificate and will be executed by the LAPD Project Manager upon completion of the deliverable. Any requested changes to the deliverable must be submitted in writing by the LAPD and will be handled via change control and will not delay acceptance and payment of the deliverable. LAPD agrees to sign the Deliverable Acceptance Certificate within three (3) business days from the time of certificate presentation otherwise the deliverable will be deemed to be accepted.

Deliverable Number	Deliverable	Deliverable Payment	LAPD Hold Back (10%)	Net Invoice	Acceptance Criteria
3	CORS Enhancement 1 Implementation	\$5,000	\$0	<u>\$5,000</u>	Operational CORS Enhancement 1 loaded on LAPD CORS Production Environment.
4	CORS Enhancement 2 Implementation	\$15,000	\$0	<u>\$15,000</u>	Operational CORS Enhancement 2 loaded on LAPD CORS Production Environment.
5	CORS Enhancement 3 Implementation	\$15,000	\$0	<u>\$15,000</u>	Operational CORS Enhancement 3 loaded on LAPD CORS Production Environment.