



LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN

Registrar-Recorder/County Clerk

March 22, 2022

TO: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Fesia Davenport, Chief Executive Officer

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

NOTICE OF INTENT TO ISSUE WORK ORDER 22-001 EXCEEDING \$300,000 UNDER THE AS-NEEDED VOTING SOLUTIONS FOR ALL PEOPLE (VSAP) ENHANCEMENTS AND SUPPORT SERVICES MASTER AGREEMENT (VESSMA)

This is to advise your Board of the intent of the Registrar-Recorder/County Clerk (RR/CC) to execute Work Order 22-001 with AT&T for VESSMA Category 6 - Election Support Services, Subcategory A - Election Contact Center and Field Support Technicians for the amount not to exceed \$8,986,000 to support the April 5, 2022, Assembly District 62 Special Election, and the June 7, 2022 Gubernatorial Primary Election.

BACKGROUND

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

SCOPE OF WORK

The Technical Support Call Center and Filed Support Technicians (FST) operations support the VSAP voting experience that was operationalized in 2020. The Technical Support Call Center and FST operations work in conjunction to provide robust virtual and onsite technical support for County of Los Angeles elections.

The Technical Support Call Center is the largest technical and operational call center that supports election operations. In a Countywide election, this call center is expected to house approximately 120 call center agents and handle over 10,000 calls per day over the 11-day voting period. The call center agents provide technical triage of up to 650 voting locations around the County of Los Angeles. The Field Support Technicians provide the onsite technical support for all vote centers during the 11-day voting period and are critical to ensure that all

equipment is functional, assessed and remediated to ensure the voting experience is not disrupted.

JUSTIFICATION

The Department requires election supports services to hire, train, logistically plan, and manage the Technical Support Call Center and FST operations for the April 5, 2022 and June 7, 2022 elections.

FISCAL IMPACT

Funding for these election support services is part of the RR/CC Fiscal Year 2021-2022 approved budget. No additional Net County Cost is required.

NOTIFICATION TIMELINE

Consistent with VESSMA policies and procedures, we are informing your Board of our intention to execute the above-mentioned Work Order. If no objection is received from your Board in ten (10) business days, we will proceed with execution of Work Order 22-001.

If you have any questions or need additional information, please contact me at (562) 462-2716 or your staff may contact Albert Navas, Assistant Registrar-Recorder County/Clerk at anavas@rrcc.alcounty.gov.

DCL:JG:AN
NH:VW:cw

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