

techwire

Bill Calls for IT Vendor Report Cards

BY SAMANTHA YOUNG

Companies that have large IT contracts with the state of California might soon be assessed more closely for the work they perform.

A measure moving through the Legislature with bipartisan approval would require the Department of Technology to develop and implement a vendor scorecard — part of a larger ongoing effort by both lawmakers and the Brown administration to foster successful IT projects.

“As we all know, over the last two decades the state has experienced several high-profile IT project failures resulting in major cost overruns and time delays,” Assemblywoman Autumn Burke said on the Assembly floor before lawmakers unanimously passed her bill in June.

“Because results matter,” the Democrat from Inglewood added. “AB 1546 is an effort to ensure that we do not continue to see major IT failures.”

The bill is relatively straightforward. It requires the Department of Technology, which is responsible for the approval and oversight of statewide IT projects, to develop and implement a standardized contract or performance assessment system by Jan. 1, 2019. And it’s something the department has already been exploring for the last several years, reaching out to vendors and soliciting their feedback on what a scorecard might look like.

Industry representatives are also on board with the idea — provided, they



SHUTTERSTOCK

say, it’s done in a holistic way that rates both vendors and the state on projects.

Yet there’s a good chance the bill might not become law.

Gov. Jerry Brown vetoed similar legislation two years ago, saying it duplicated efforts already underway in the department. And Brown has made a point of vetoing measures that seek to legislate something the

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Techwire reached out to members of the Tech Caucus to understand more about what brought the group together. The interviews have been edited for length and clarity.



Evan Low

Techwire: What caused you to join the Tech Caucus?

Evan Low: As a millennial born and raised in Silicon Valley, I have seen firsthand the innovation and creativity that makes California flourish. I co-founded the Tech Caucus with Assembly member Ian Calderon to help strengthen our state's thriving innovation economy, craft policies that promote long-term sustained growth and support high-quality, high-wage jobs.



Jacqui Irwin

Jacqui Irwin: My Assembly district is one of the state's four innovation hubs focused on creating growth in STEM. We are home to many well-known tech companies like Amgen, Haas Automation, SemTech and Teledyne. With my role as the chair of the Select Committee on Cybersecurity, and because so many of my constituents are employed in the tech industry, I felt it was important to be a part of the discussion.



Melissa Melendez

Melissa Melendez: California is at the forefront of technological innovation globally and because of that, 1.2 million tech workers call California home. It is vital for the California Legislature and the tech industry to continue to work on policies that foster ground-breaking innovation, and at the same time, ensure consumer protections, specifically in the realm of privacy.



Sen. Bob Wieckowski

Sen. Bob Wieckowski (D-10): I represent the 10th State Senate District, which stretches from southern Alameda County to parts of Santa Clara County, including north San Jose and all of the city of Santa Clara. I have an enormous number of tech companies in my district, and we have seen tremendous growth in north San Jose and other parts of the district. Since getting elected to the Legislature in November of 2010, I have worked on a number of bills and held several important hearings on tech issues. When the caucus was formed, I didn't hesitate to join because I know how important the tech industry is, not only to my district, but also the state of California.



Sen. Ben Allen

Sen. Ben Allen (D-26): First of all, my district has a considerable amount of tech going on. I'm the senator who represents Silicon Beach, which is a growing and exciting tech space. I'm very interested in trying to figure out ways to help grow that infrastructure out. I'm also acutely aware of what an important role tech has played in helping to make the state the strong economic driver that it has become. I think also, maybe as a younger member of the Legislature, there is a certain familiarity with and support for trying to help the tech economy grow, a certain digital literacy.

TW: What priorities do you think the caucus should address?

BW: California is the sixth-largest economy and is a global leader in several tech industries, with a long track record of creating innovative products. But we cannot rest on our laurels. The competition is fierce both globally and among the states. Many of the organizations that represent tech companies highlight the challenges posed by traffic congestion, lack of affordable housing and the need for skilled workers. We need to invest in all three of those areas and pursue sound policies that will maintain our leadership in innovation.

BA: We have to figure out a way to act as a bridge between old and new economy and our members. Obviously, the membership of the Assembly skews a little older, so helping to craft policies that are going to be consistent with core American principles of both the free market and also respect for individual rights and privacy. I think ultimately our priority has to be acting as a clearinghouse, as a discussion point where we all come together and have really honest and robust and difficult conversations in what role we want to play in helping to both grow and regulate tech all at once. That's always a bit of tension.

I've been really getting to know a lot of my folks in Silicon Beach and it's been interesting hearing some of their concerns. What are the tie-ins between some of the physical infrastructural challenges and the opportunities and challenges that tech startups face in our state? A lot of my employers say one of their biggest concerns is just the housing crisis, transportation and their employees wanting to be in a vibrant urban area and be able to afford a house. I think understanding the nexus there is important and how much it is impacting the state's ability to thrive. How do we make sure tech doesn't become a victim of its own success? That the innovative, scrappy new businesses that are coming up the pipe aren't being stifled by their inability to pay

people enough to have a decent life in the cities where these businesses set up shop? These are all things that are part of the mix that maybe aren't on the obvious tech-related prioritizes, but we start to realize they are all interlocking issues.

JJ: Currently, the tech sector accounts for an estimated 13 percent of California's economy. To ensure tech remains a strong part of our California in the years to come, the caucus should be prioritizing: education, diversity and security.

When it comes to education, a recent study found that there will be 3.5 million unfilled cybersecurity positions globally by 2021. Cybersecurity is a concern across the tech sector, and our caucus should be working toward filling those shortages. We also need to understand how technology will require us to retrain workers when automation makes their current skill set obsolete. It will be key to have successful programs and pathways in place when emerging technologies like automated vehicles and drones are integrated into our everyday lives.

When it comes to diversity, a recent MIT study showed that about 20 percent of undergraduate engineering degrees are awarded to women, but only 13 percent of the engineering workforce is female. The 2015 U.S. News/Raytheon STEM index showed that only 12 percent of the engineering workforce nationwide is African-American or Latino. The Caucus needs to continue to engage with the tech industry to stress the importance of having everyone from engineers to directors from diverse backgrounds. We need to break the cycle we have seen too frequently in tech of under-representation and unwelcoming workplaces for women and minorities.

As for security, millions of businesses have been affected by some sort of cyberbreach. As a caucus we need to make sure that the state and private companies are being responsible actors and investing in cybersecurity resources. The risk to Californians and to the tech industry as a whole is too great to

remain complacent about vulnerabilities to data and infrastructure.

MM: Online privacy and cybersecurity is the incredibly fundamental in my mind. I have successfully passed legislation to prevent our children's sensitive, personal information, like Social Security numbers and health records, from being shared with third parties, and I intend to continue to fortify Californians' right to privacy.

EL: Opportunities for Californians to have high-paying jobs must be created and sustained throughout California, whether it's through incentives like the tax credit program, education and training, or encouraging collaboration between the public and private sectors.

TW: How does the caucus help shape policy?

BA: We educate ourselves, we go to conferences, we take tours. We see it as our responsibility to stay on top of economic trends in the industry. Half of the value of the caucus is the conversations that start up on our tours and continue in the hallway or Legislature. It's not as formal a caucus structure, but it's an important convening point, and those conversations end up finding their way into policy.

BW: We have several meetings and events in the Capitol and around the state to educate and inform members of the Legislature and to gain a better understanding of the needs and problems facing companies. We go out and talk to the company presidents and workers face-to-face and learn about their products, how they are made, what goes in to the manufacturing process. These site visits and policy discussions help us when we hear particular bills in our committees. Caucus members also rank bills to determine what should be a higher priority.

EL: The tech caucus is a bicameral, bipartisan group of legislators who have come together to establish a forum to discuss the challenges facing the tech industry. We are committed to learning about, protecting and promoting our tech and innovation sector.

JL: The caucus provides opportunities for members to engage with tech companies and other industries that rely on tech innovation to learn more about how California is leading the country and world in tech development. From those experiences members often develop legislative proposals related to emerging technologies, which the caucus can then designate as priority legislation.

TW: How does the Caucus prioritize science, technology, engineering and math (STEM)?

MM: I would like to see STEM become a greater priority in the caucus and not allow politics to interfere with our children's future. We have to prepare our children for a changing landscape, and we cannot overlook how critical and essential a greater investment in STEM will be in ensuring their future success in the economy of tomorrow.

JL: STEM education is one of the most important things facing our state's tech industry. With the shortfall in trained engineers, it's important that we continue to keep motivating our students to pursue STEM careers. Many of the caucus members have authored legislation this session to address different aspects of STEM education in California.

EL: We believe every student should have access to hands-on math and computer training so our workforce is trained and prepared to meet the needs of emerging technologies.

BA: There's always more that can be done in that area. We've worked with businesses to promote STEM education in general. There's the whole question of diversity and gender diversity. Part of it has to do with friendly pressure. On the macro level, we did the pay equity bill a few years ago. We've been funding programs to promote a passion for STEM among young women.

BW: Legislators have pushed for 21st Century Science Standards to make sure our students are getting a sound education with improved content. Infor-



Google Grant Check Presented to Downtown College Prep to help expand and support their use of technology in the classroom

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mation technology is a critical job sector in California, and we need to do make sure we are educating students for these job openings and the state is moving forward with a plan to improve computer science education. Caucus members regularly highlight and build awareness around STEM issues. This week I selected Latinas in STEM as my Nonprofit of the Year. It is a national organization that inspires Latinas in K-12, college and in their professional careers to thrive in STEM fields. They have done tremendous work locally in San Jose and Hayward building interest among Latinas in STEM.

TW: What are the biggest obstacles you face in trying to advance a tech-friendly agenda or legislation?

JL: Hundreds of thousands of Californians are currently employed in the tech sector, so it's important that we are working on legislation to enhance workforce development and help fill the gaps that tech companies are encountering. Thankfully, due to the leadership of Assemblymember Low, this caucus has done an extraordinary job in working toward more thoughtful and effective tech policy.

EL: Our caucus is committed to supporting policies that strike a balance between keeping the tech economy strong while maintaining the public's

trust in the industry and protecting all Californians.

BA: There's the disruptive nature of certain tech industries. You run into industries that have been doing things a long time and as a result are better represented and more savvy at navigating the political landscape. Tech is coming in here and displacing, and that can often cause tensions, from housing gentrification to labor, to older industries that were heavily regulated by government feeling put out and trying to protect their industries. Privacy is also a big issue. Tech companies are nervous about the tendency of some legislators to really prioritize privacy. People of different generations have different levels of willingness to give up privacy rights.

BW: As a member of the Judiciary Committee, I have to balance the privacy needs of consumers with the innovations that occur frequently in tech industries. The legislative process is open and deliberative, so we are often playing catch-up to the concerns that some in the public express.

Sometimes I find that some members who might not have a large tech presence in their district have a different perspective about Silicon Valley. They don't always recognize the challenges and problems that exist in the region. That is an occasional obstacle.

TW: What is your long-term goal for the caucus?

BW: I want to see the caucus continue to grow and thrive. It is a bipartisan caucus, which is also beneficial. I want the caucus to be a strong voice for tech in California and continue its work in partnering with companies and organizations to enable us to build on our position as an innovative, global economic leader.

BA: I just want the caucus to continue to be a place where we can get together and talk about the various issues facing the tech caucus. I want it to be an important clearinghouse of members with shared interests. I hope it will continue to help inform me about the issues shaping the global economy and my local economy. For me, it is most important that it continues with learning and brainstorming and creativity.

EL: We want to make sure California remains a competitive state with a strong, diverse workforce while also maintaining consumer privacy and protection.

JL: My long-term goal for the caucus is to ensure we are continuing to increase workforce development between our education system and tech companies, to ensure that we are educating businesses and individuals (who are often the weakest link in a business's cybersecurity strategy) on how to be more cybersecure, and increasing diversity in the tech industry.

Lawmakers Debate ISP Privacy, Use of Data

It's your data. Your privacy. Your choice. That was the message Assemblyman Ed Chau, D-Monterey Park, delivered this week to a state Senate committee examining legislation that would limit what Internet service providers in California could do with customer data.

"People should be in control of their own personal data. And that privacy should not be a luxury reserved for those

who can afford it," Chau said of his bill.

His measure, AB 375, would require ISPs to allow customers to give their consent for the use, sale and sharing of their personal information. It would also prohibit so-called pay-for-privacy practices and ban penalties on customers who do not consent to unnecessary uses.

The bill is an attempt by Chau to build upon Internet privacy rules proposed at the federal level last year by the Federal Communications Commission but blocked this spring by Congress — a move Chau described as a "betrayal of every Californian's right to privacy."

Chau's effort has drawn praise from consumer and privacy advocates but criticism from business and ISPs, including cable and telephone companies who argue that they have a vested interest in protecting their customers' privacy and providing a service they can trust.

"There is no existing gap today in privacy protections for consumers," said Bernie Orozco, vice president of governmental affairs for the California Cable and Telecommunications Association. "We have all committed to protecting our consumers' privacy."

There is also a dispute on whether state and federal law already provides the protections Californians need when it comes to their online personal information, and both sides sought to make their case Tuesday before the Senate Energy, Utilities and Communication Committee.

Jon Leibowitz, a former chairman of the Federal Trade Commission who testified in opposition, described Chau's bill as "well-intentioned, but one that does nothing to protect user privacy."

Specifically, he argued that the FCC already has the statutory authority it needs to bring cases against ISPs if they do not protect customer information or engage in unjust or unreasonable practices. In California, the attorney general can hold ISPs accountable for unlawful, unfair or fraudulent business acts or practices against companies that break

their commitments to customers or those that share sensitive data.

"If an ISP violates its privacy commitments or if it just decides to drop privacy commitments entirely and sell consumer information to the highest bidder, it would be in violation of existing law," Leibowitz said.

Supporters of Chau's bill and the blocked FCC rules say consumers want and deserve more explicit laws governing the use of their personal information, especially because many internet users have just one or two providers to choose from when shopping for a broadband provider.

Scott Jordan, the former chief technology officer for the Federal Communications Commission under the Obama administration, said the commission's rules received more than 250,000 comments, largely in support because consumers were frustrated with their lack of control.

Nineteen other states have taken steps to enact the privacy rules, according to the Electronic Frontier Foundation, one of more than 25 civil rights, consumer advocacy, technology and nonprofit groups that support Chau's bill.

California lawmakers appear poised to add the nation's most populous state to the list, citing the unique ability of ISPs to track a person's online browsing and location. The energy committee approved Chau's bill by a 9-1 vote.

"This can reveal highly sensitive information about you, including personal or sexual activities, political or religious interests, health or financial problems, and more," said Chau, who chairs the Assembly Committee on Privacy and Consumer Protection. "Coupled with your cellphone's geotechnology, this trove of data about you can include where you go and what you do all day every day.

"And that," Chau added, "should make us all more than just a little bit nervous." ●

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government can do on its own.

Brown spokesman Brian Ferguson declined to give a position on Burke's bill, noting that the governor rarely comments on pending legislation. Burke told senators at a recent hearing that she hoped her second bill would serve as a reminder to the governor.

"It should be noted that it has been approximately two years since the veto message, and the performance system has yet to be finalized," she told lawmakers.

Department Chief Deputy Director Chris Cruz said CDT is vetting a scorecard system with contractors and plans to release one in fiscal 2017-18.

"It's been a long road, but we want to make sure we're getting the scorecard correct, and we're checking all the boxes," Cruz said.

Specifically, Cruz said, the department wants to ensure that any scorecard aligns with other initiatives, including its recent roll-out of its agile methodology and its project oversight report process. They've also taken to heart vendor concerns that both contractors and the state should be scored on projects, he said.

Lawmakers, however, don't seem inclined to wait for the department to act. Not a single lawmaker has voted against the bill, and it is scheduled for a hearing in the Senate Appropriations Committee after lawmakers return from their summer recess later in August.

Of concern to lawmakers are the repeated reminders of failed IT projects or those that have gone way over budget.

A March 2015 report by the California State Auditor found that between 1994 and 2013, the state terminated or suspended seven IT projects after spending approximately \$1 billion. Other reports by the state auditor have revealed that the state had paid nearly \$28 million for a flawed IT system that failed to meet the needs of veterans' homes,



Department Chief
Deputy Director
Chris Cruz

JESSICA MULLIGAN

and that costs escalated with the California Department of Consumer Affairs' BreZE System because of inadequate planning and oversight.

Burke's bill would require the evaluation of a contractor's performance on any information technology contract or reportable project, such as projects that exceed an agency or department's cost authority or one that was authorized by the Legislature. CDT is currently responsible for 28 reportable projects across the executive branch, totaling roughly \$3.1 billion, according to the bill analysis.

Martin McGartland, president and CEO of Natoma Technologies Inc., which has contracted with the state for nearly two decades, testified that a performance measurement system is "way overdue" in California because "it does hold some accountability to the vendor community."

In fact, many state vendors also do business with the federal government, which operates its own report card known as the Contractor Performance Assessment Reporting System, evaluating vendor performance on areas such as project schedule, cost control, project management, communication, and compliance, according to the bill analysis.

Nevertheless, many vendors initially opposed Burke's bill because it mandated a variety of criteria, including an evaluation of contractor performance, whether or not a contract or project was completed on time, and information about the number of completed contracts or projects by the contractor.

"We're not opposed to oversight, but we want to ensure it's done in the right way," said Liam Crawford, a senior manager with the IT Alliance for Public Sector. "Too often it's one-sided."

For example, Crawford argued, government also holds some responsibility on each project, including how it performs and allocates resources.

"We need a two-way analysis," said Jennifer Saha, director of the Public Sector Councils for CompTIA. "We don't want contracts ending in failure. Test scoring the vendor is only part of the problem."

Burke amended her bill in early July and removed the vendor-specific provisions, winning at least neutral positions from key trade groups that represent state contractors. Whether her slimmed-down bill will win the governor's signature is still anyone's guess. ●

Governments Seek to Match IT Specialists with Open Jobs

If you're a systems software specialist looking for a good job in your field, you're in luck. More than one-third of California's unfilled public-sector tech jobs are specialists who are not managers, according to the California Department of Human Resources.

If you aren't a systems software specialist, there are still about 225 unfilled IT jobs with the state.

And the number of open positions is only expected to grow as today's IT workforce begins moving toward retirement.

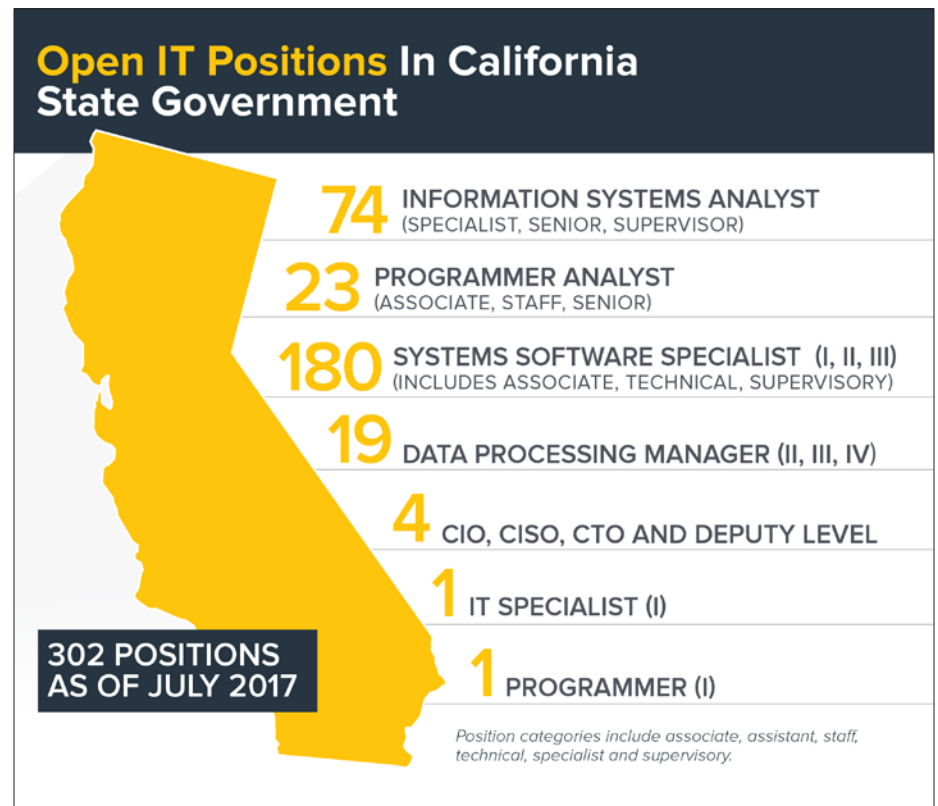
In response to the increasing number of unfilled IT jobs in both the public and private sectors, schools and local governments have created work pipelines and mentorship programs. Here's a look at a few in the state:

San Diego

The San Diego mayor's office runs a program called San Diego 100, which is a partnership between the city and some companies in the high-tech sector like Qualcomm, Raytheon, General Dynamics and even SeaWorld. The program was put in place to provide individuals in disadvantaged communities an opportunity to learn about and do internships in the tech industry. It has been so successful that it is being expanded throughout the county.

The efforts of the mayor's office have been focused on establishing partners in the high-tech sector and facilitating the transition.

San Diego also has a mentorship program for students who are interested in tech. The students are partnered with engineers, city planners and other government employees in the realm of tech to show them how useful and



important tech is for the local city government, and ultimately to get them interested in working for the government.

Davis

The city of Davis collaborates with colleges for workforce development through Align Capital Region and the Yolo Workforce Investment Board.

Align teams up the eight counties near the capital on its Community Coefficient online portal, allowing each area to participate in career and college readiness programs.

Yolo Workforce Investment identifies labor market needs and creates solutions for them at the county's One-Stop Career Centers. These

centers also work to place applicants into training and transition unemployed workers into jobs.

The city also reaches out to local startups, accelerators and civic hacker groups.

Sacramento

The city's Office of Innovation works directly with companies to try to pair a company need's with skill development. Rails and Creative Economy grants also help businesses with funding for new projects so entrepreneurs can create their own jobs. The county has been known to hold hackathons to solve civic issues for which it does not have IT resources or solutions. ●

BIDS TO WATCH

Here are some noteworthy bids Techwire has been watching this week. Three are with the state, and the fourth is with the Los Angeles County Parks and Recreation Department.

CALIFORNIA LOTTERY HAS RFP FOR COMMS, HARDWARE, SERVICES

The California Lottery has an open RFP for a vendor to provide communications equipment and low-voltage installation, cabling, connectivity and project management services for the district offices.

The initial contract will start in September or October and last for one year. There is an option for two extensions of one year each.

The maximum contract amount hasn't been released, but will be made public when the contract is awarded in August or September. More information can be found at URL to come.

All submittals were due by July 25. Any questions should be directed to Tina Miranda.

VICTIM COMPENSATION BOARD ISSUES RFI FOR WEB, MOBILE APP

The California Victim Compensation Board (CalVCB) released an RFI on June 29 to gather information regarding an Online Access solution. Any potential vendor's Online Access (OLA) solution must be able to provide a victim compensation application for Web and mobile.

CalVCB expects the solution to accommodate the submittal of applications/forms, support documents, bills and crime documentation, and facilitate communication between Online Access users and CalVCB.

The system should also reduce application times to improve the efficiency of CalVCB and streamline its service to victims in need.

According to the RFI, the information gathered will be used to refine the solution scope and establish a project budget and timeline for the implementation of the solution. Responses were due by 5 p.m. July 24.

CHP ISSUES RFP FOR PHONE MAINTENANCE AND REPAIR SERVICES

The California Highway Patrol published an RFP on July 12 for repair and maintenance services of its Toshiba telephone systems in the Southern Division.

The proposed term of contract is approximately Aug. 1, 2017, through July 31, 2018. However, this start date is subject to change.

The contractor is required to supply all tools, parts, materials and personnel; and to pay all direct and indirect costs to provide cabling, maintenance and repair services. The maximum contract amount is \$15,000.

Vendors should direct any questions to Loretta Maddux at lmaddux@chp.ca.gov. All bids were due by July 27 to be considered.

More details of the bid can be found URL to come.

ALARM MONITORING SYSTEM FOR THE DEPARTMENT OF PARKS AND RECREATION

The California Department of Parks and Recreation put out an RFP last week looking for a vendor to provide 24-hour alarm monitoring, dispatch service, testing, inspection and maintenance for all alarms at Fort Tejon State Historic Park. Additionally, the vendor will be expected to provide all labor, materials, tools and equipment necessary.

The anticipated term of the contract is Dec. 1, 2017, through Nov. 30, 2019. All bids were due by July 27.

DOCUMENT IMAGING AND VERIFICATION SOLUTION FOR COVERED CALIFORNIA

Covered California put out an RFP on July 3 for a document imaging and verification solution and supporting services. The purpose is to automate the verification of documents using optical character recognition (OCR), data extraction, data capture and workflow technologies.

The project will include all required software, integration services and implementation services. Additionally, the vendor will be required to provide three years of maintenance and operations for the solution.

The maximum contract amount is \$2,375,000. Although subject to change, the initial contract is stated to be Sept. 1, 2017, through June 30, 2020. All bids are due by Aug. 4.

SPECIAL ENROLLMENT PERIOD ELECTRONIC VERIFICATION FOR COVERED CALIFORNIA

Another RFP from Covered California is for software-as-a-solution (SaaS) that will automatically verify qualifying life events (QLEs) loss of insurance coverage for consumers applying during a special enrollment periods. This allows consumers to get new coverage or change their current insurance plan if they are going through expected or unanticipated life changes. The implemented solution will perform verifications of a consumer's QLE and return the results of eligibility to California Healthcare Eligibility, Enrollment and Retention System.

The estimated funding for the contract will be a maximum of \$4 million for the initial three-year contract, with a possible extension of two years at \$1 million per year. The core contract term will be from Oct. 23, 2017, through Oct. 22, 2020. All bids must be submitted by Sept. 5. ●

LOCAL CONTRACTS

San Diego County's Board of Supervisors voted July 18 on how to pay for its body-camera project. The sheriff has recommended pulling funds from the Public Safety Group General Fund. The project would cost an estimated \$1.1 million from the Services and Supplies and Capital Assets Equipment balances. The county has planned to implement cameras since 2015.

Sacramento County's Board of Supervisors has voted to extend its contract for an environmental record-keeping contract. The five-year extension will increase the cost by \$947,520 cumulatively. The Accela Inc. contract will apply for the Environmental Management Department.

Riverside County's Board of Supervisors entered into a product agreement last week with Talemtry Inc. for license and support services. The two-year contract will create a noncompetitive bid agreement between Talemtry and the county's IT department for \$280,000. The IT department recommended the contract agreement.

San Francisco's Board of Supervisors will voted July 18 on whether mainframe support services can be contracted out for a lower cost than the county's in-house services. This vote was continued from a previous meeting.

San Francisco could also extend its NextBus Inc. contract another year by \$3.8 million. The contract uses software to automate vehicle location for the Municipal Transportation Agency. The Budget and Finance Sub-Committee recommended approving the extension.

SAN DIEGO COUNTY

In June last year, San Diego County awarded Motorola Solutions Inc. a three-phase contract for the

procurement, implementation, support and financing of a Next Generation regional communications system (NextGen RCS). Phase One included planning and system design. Phase Two was implementation of contractor recommendations for equipment, software and services to upgrade existing RCS facilities.

Now in Phase Three, necessary development and/or construction or expansion of facilities, a request has been submitted that would authorize construction of a new facility at the Ellery Water Reservoir in Carlsbad.

If authorized, the construction would cost an estimated \$1.36 million and would include the installation of an equipment shelter, generator, utility connections and a 60-foot-tall artificial eucalyptus antenna support structure.

VENTURA COUNTY

Ventura County recently approved the purchase of an automated system status management system for its Fire Protection District. The contract is with TriTech Software for \$355,570.

The Board of Supervisors also approved a contract with Motorola Solutions Inc. in the amount of \$1.4 million. This contract extends maintenance services for the simulcast radio systems that are used by the Ventura County Sheriff's Department and Fire Protection District.

RIVERSIDE COUNTY

Riverside County's Board of Supervisors approved and authorized a software-as-a-service (SaaS) agreement with Eccovia Inc. for a homeless management information system to collect data on homeless people accessing service programs for \$348,030. An additional \$125,000 will

be paid for a master services agreement for related professional services.

The current human resources management system in Riverside County has to be upgraded and changed. The county has approved a master subscription agreement with Workday Inc. for human capital management subscription services for more than \$2.6 million per year for five years. At the end of his contract, there is an option to renew for another five years at \$2,742,546.

Here are some noteworthy bids Techwire has been watching this week. Three are with the state, and the fourth is with the Los Angeles County Parks and Recreation Department.

SACRAMENTO COUNTY VOTE CENTERS GO TO RFP

Sacramento County has released an RFP for a comprehensive new voting system designed specifically for its county elections. The RFP was issued July 14.

Since 2002, constituents have been able to be permanent voters by mail (VBM), meaning ballots are sent directly to their homes every year. In 2016, voters using VBM accounted for 67.6 percent of votes cast in the primaries and 68.1 percent in the general elections, up from 4.5 percent and 33.8 percent, respectively.

According to Sacramento County's website, the new voting system will have 77 vote centers replacing the polling places and 54 dropoff sites for ballots. Additionally, voters won't be assigned to a specific polling place and can use any vote center.

The RFP calls for a system able to handle the conversion to vote centers, one that's capable of efficiently processing ballots cast by the county's

780,000 voters, focusing on security, integration, customization, data conversion, training, documentation and project management.

The project is expected to cost the county about \$8.8 million over an eight-year lease. It should be fully operational by June 2018.

Proposals are due by Aug. 28. Call (916) 876-6360 for more information, or go to the website.

Under the new system, all registered voters will receive a ballot in the mail and may drop them off at any site beginning 29 days before an election if they want to.

Sixteen vote centers will open 10 days before Election Day, with the remaining 61 opening three days before, to give voters as much access as possible.


“Sacramento County will be the first large county in California to transition from the traditional polling-place approach to vote centers,” Rami Zakaria, Sacramento County CIO, told Techwire via email.

LA COUNTY SEEKS SMARTPHONE TRANSIT APP


The Los Angeles County Department of Public Works is developing a project that will create a smartphone application for Transit Services. The app will provide up-to-the-minute bus location information that will be accessible to transit users, displaying the locations of users and buses, and giving an estimated arrival time for the next bus.

The RFP will be for \$160,000. The release date isn't set yet, but it's estimated to be in August or September. The exact length of contract will be decided later, but it will be development time plus four years. ●

Welcome to **NEXTbus**



Agency: San Francisco Muni
Route/Line: 6-Parnassus
Direction: Inbound to Ferry Plaza
Stop: Ortega St & 9th Ave


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Next vehicles for line 6-Parnassus in:


5 minutes

116 minutes

1228 minutes


? min
Stop number: 15826
Phone: 5-1-1

Valid as of 9:31 AM Thursday, February 11



How Do Cities Define ‘Urban Tech’?

Local governments are always looking for ways to better serve residents. From apps that increase civic engagement to software that helps control traffic patterns, “urban tech” seems to be the next wave in this effort. But what does that mean? Here are the definitions of urban tech from several California localities:

DAVIS

Davis has defined its urban tech as a tool to minimize the digital divide. More access to broadband will increase innovation, Chief Innovation Officer Diane Parro told Techwire.

“As other jurisdictions in the region can tell you, many of our communities have a much higher need than is being fulfilled, so the infrastructure needs are our priority,” Parro wrote in an email. Several civic innovation groups have gotten involved in the effort, including Davis Gig. The city of Davis will complete a feasibility study for citywide fiber optic by fall.

OAKLAND

“‘Urban tech’ seems to be the new phrase on the scene that describes the development of technologies that support the management of cities, often combining civic tech and social entrepreneurship,” said Michael Hunt, a spokesman for the city of Oakland.

The areas that see the most urban tech effort include transportation, public safety and housing, Hunt said.

“These are often industries that are impacted by local regulation and policy. I’m hearing from many of my trusted colleagues that this is the new term for strategies driving ‘smart cities,’” Hunt said.

LOS ANGELES COUNTY

The county has begun using tracking technology to determine if a hiker is lost and help find them if they are in crisis. The parks have sensors that communicate with hikers’ phones.

The county is also looking at using wearable tech — bracelets or necklaces — to monitor swimmers’ safety in the county’s swimming pools. A cellphone app would alert a lifeguard or a parent when a child is in danger.

Similarly, sensors have helped manage tree health in the county’s parks. If a tree receives too much water or experiences extreme weather, it is monitored from a dashboard. If it falls, services can be sent out immediately, saving the county time and money.

LAFAYETTE

The city has begun using data and software to control traffic patterns. Commuter data was gathered through surveys, and traffic patterns were adjusted accordingly, using information from sensors to communicate with traffic lights and change the flow of vehicles to make travel through the city more efficient. ●

Where Have All the CISOs Gone?

The state of California just opened a cybersecurity branch that is headed by Keith Tresh, the state’s previous chief information security officer. Los Angeles’ Department of Water and Power just hired its first CISO. The University of California and the State University System have CISOs.

Some specialized entities have CISOs, including Los Angeles International Airport and the Port of Los Angeles. More and more public entities are hiring chief information security officers to assist in the protection of digital assets.

But lots of local governments are still looking for a CISO.

The county of San Bernardino’s call for applicants, posted Friday, describes the CISO’s responsibilities “to provide countywide leadership in the protection and confidentiality of the County’s information and technology assets.”

UC Berkeley posted a job opening for a CISO two weeks ago.

San Francisco recently hired Jackson Muhirwe as CISO to oversee 54 city departments. However, the city posted a job opening for a CISO just three weeks ago.

“One major reason is they get offers of employment with higher salaries from private-sector companies,” Tresh wrote in an email to Techwire about CISOs leaving their public entity positions.

Even the state is looking for CISOs. CalPERS began the search for its next CISO at the end of June. “CalPERS seeks a dynamic individual to join our technology team. We are currently recruiting for a Chief Information Security Officer,” the posting reads.

Still, some agencies are dealing with the CISO shortage by rolling the position into others. Rami Zakaria serves as Sacramento County’s chief information

officer, chief data officer and CISO. This means C-suite executives are handling many challenges.

“Another reason is that despite the high profile of cyberincidents, a lot of CISOs do not get the support and resources they need to develop and maintain a mature and resilient information security program,” Tresh wrote.

Some agencies roll the responsibilities into technology director, privacy officer or risk-services positions.

Others, like the city of San Diego, which recently lost its top cybersecurity official when Gary Hayslip went to work in the private sector, have brought on interim officers.

“And lastly, I would say they leave because they get burned out working at a breakneck pace to try to keep the entity they work for out of the news and from being hacked,” Tresh wrote. ●