

IN PERSON & VIRTUAL BOARD MEETING

*The Committee meeting will be held following the Board of Retirement meeting scheduled prior.



TO VIEW VIA WEB



TO PROVIDE PUBLIC COMMENT

Members of the public may address the Board orally and in writing. To provide Public Comment, please visit the above link and complete the request form.

Attention: If you have any questions, you may email PublicComment@lacera.com.

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION
300 N. LAKE AVENUE, SUITE 650, PASADENA, CA

AGENDA

A REGULAR MEETING OF THE OPERATIONS OVERSIGHT COMMITTEE AND BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

9:00 A.M., WEDNESDAY, FEBRUARY 5, 2025**

This meeting will be conducted in person and by emergency teleconference under California Government Code Section 54953(e) based on the Board of Retirement's action at its meeting on January 15, 2025 following the Governor's Proclamations of a State of Emergency following the Eaton Fire.

Any person may view the meeting in person at LACERA's offices or online at <https://LACERA.com/leadership/board-meetings>.

The Committee may take action on any item on the agenda, and agenda items may be taken out of order.

COMMITTEE TRUSTEES:

JP Harris, Chair
Nancy M. Durazo, Vice Chair
Aleen Langton, Trustee
Wayne Moore, Trustee
Shawn R. Kehoe, Alternate Trustee

I. CALL TO ORDER

II. APPROVAL OF MINUTES

A. Approval of the Minutes of the Regular Meeting of January 15, 2025

III. PUBLIC COMMENT

(Members of the public may address the Committee orally and in writing. To provide Public Comment, you should visit <https://LACERA.com/leadership/board-meetings> and complete the request [form](#).

If you select oral comment, we will contact you via email with information and instructions as to how to access the meeting as a speaker. You will have up to 3 minutes to address the Committee. Oral comment requests will be accepted up to the close of the Public Comment item on the agenda.

If you select written comment, please input your written public comment within the form as soon as possible and up to the close of the meeting. Written comment will be made part of the official record of the meeting. If you would like to remain anonymous at the meeting without stating your name, please leave the name field blank in the request form. If you have any questions, you may email PublicComment@lacera.com.)

IV. NON-CONSENT ITEMS

- A. **Secure Access Service Edge Request for Proposal Recommendation**
Recommendation as submitted by Chaitanya Errande, Information Security Officer: That the Committee authorize staff to issue a Request for Proposal (RFP) to evaluate vendors for providing Secure Access Service Edge (SASE) required hardware, software, design, deployment, and support services for LACERA.
(Presentation) (Memo dated January 22, 2025)
- B. **Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances**
Recommendation as submitted by JJ Popowich, Assistant Executive Officer, Member Operations Group: That the Committee recommend the Board of Retirement adopt the revised Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances and authorize staff to begin implementing the new policy with all existing agencies.
(Memo dated January 23, 2025)

V. REPORTS

A. **LACERA Operations Briefing**

Luis A. Lugo, Deputy Chief Executive Officer

JJ Popowich, Assistant Executive Officer

Laura Guglielmo, Assistant Executive Officer

(For Information Only)

VI. ITEMS FOR STAFF REVIEW

(This item summarizes requests and suggestions by individual trustees during the meeting for consideration by staff. These requests and suggestions do not constitute approval or formal action by the Board, which can only be made separately by motion on an agenda item at a future meeting.)

VII. ITEMS FOR FUTURE AGENDAS

(This item provides an opportunity for trustees to identify items to be included on a future agenda as permitted under the Board's Regulations.)

VIII. GOOD OF THE ORDER

(For Information Purposes Only)

IX. ADJOURNMENT



***The Board of Retirement has adopted a policy permitting any member of the Board to attend a standing committee meeting open to the public. In the event five or more members of the Board of Retirement (including members appointed to the Committee) are in attendance, the meeting shall constitute a joint meeting of the Committee and the Board of Retirement. Members of the Board of Retirement who are not members of the Committee may attend and participate in a meeting of a Board Committee but may not vote on any matter discussed at the meeting. The only action the Committee may take at the meeting is approval of a recommendation to take further action at a subsequent meeting of the Board.**

****Although the meeting is scheduled for 9:00 a.m., it can start anytime thereafter, depending on the length of the Board of Retirement meeting preceding it. Please be on call.**

Any documents subject to public disclosure that relate to an agenda item for an open session of the Committee, that are distributed to members of the Committee less than 72 hours prior to the meeting, will be available for public inspection at the time they are distributed to a majority of the Committee, at LACERA's offices at 300 North Lake Avenue, Suite 820, Pasadena, California during normal business hours from 9:00 a.m. to 5:00 p.m. Monday through Friday *and will also be posted on lacera.com at the same time, [Board Meetings | LACERA](#).*

Requests for reasonable modification or accommodation of the telephone public access and Public Comments procedures stated in this agenda from individuals with disabilities, consistent with the Americans with Disabilities Act of 1990, may call the Board Offices at (626) 564-6000, Ext. 4401/4402 from 8:30 a.m. to 5:00 p.m. Monday through Friday or email PublicComment@lacera.com, but no later than 48 hours prior to the time the meeting is to commence.

MINUTES OF THE REGULAR MEETING OF THE OPERATIONS OVERSIGHT
COMMITTEE AND BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

12:00 P.M. – 12:08 P.M., WEDNESDAY, JANUARY 15, 2025

This meeting was conducted by the Operations Oversight
Committee both in person and by teleconference under California
Government Code Section 54953(e), (f)

COMMITTEE TRUSTEES

PRESENT: JP Harris, Chair

Jason E. Green, Trustee
(Teleconference under CA Govt. Code Section 54953(e))

Wayne Moore, Trustee
(Teleconference under CA Govt. Code Section 54953(e))

David Ryu, Alternate Trustee
(Teleconference under CA Govt. Code Section 54953(e))

(One Committee Member Seat is Vacant)

OTHER BOARD OF RETIREMENT TRUSTEES

Aleen Langton, Trustee
(Teleconference under CA Govt. Code Section 54953(e))

Ronald Okum, Trustee
(Teleconference under CA Govt. Code Section 54953(e))

Les Robbins, Trustee

STAFF, ADVISORS AND PARTICIPANTS

Luis Lugo, Deputy Chief Executive Officer

JJ Popowich, Assistant Executive Officer

Laura Guglielmo, Assistant Executive Officer

Steven P. Rice, Chief Counsel

Ted Granger, Chief Financial Officer

Michael Huang, Accounting Officer II

Ervin Wu, Accounting Officer I

Bernie Buenaflor, Chief, Quality Assurance & Metrics Division

Tatiana Bayer, Division Manager, Member Services

Vanessa Gonzalez, Interim Section Head, Outreach

Gerald Bucacao, Senior Retirement Benefits Specialist

I. CALL TO ORDER

This meeting was called to order by Chair Harris at 12:00 p.m. The Chair announced that Trustee Ryu, as the alternate, would be a voting member of the Committee.

Pursuant to Board of Retirement action, this meeting is being held as an emergency teleconference meeting under California Government Code Section 54953(e) of the Brown Act.

II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER AB 2449, California Government Code Section 54953(f)

- A. Just Cause
- B. Action on Emergency Circumstance Requests
- C. Statement of Persons Present at AB 2449 Teleconference Locations

There were no requests received.

III. APPROVAL OF MINUTES

- A. Approval of the Minutes of the Regular Meeting of December 4, 2024

Trustee Green made a motion, Trustee Harris seconded, to approve the minutes of the regular meeting of December 4, 2024. The motion passed by the following roll call vote:

Yes: Green, Moore, Ryu, Harris

No: None

IV. PUBLIC COMMENT

There were no requests from the public to speak.

V. REPORTS

- A. **LACERA Operations Briefing**
Luis A. Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officer
Laura Guglielmo, Assistant Executive Officer
(For Information Only)

The Executive team presented the monthly briefing and was available to answer questions from the Committee. This item was received and filed.

- B. **Board of Retirement Strategic Plan – Quarterly Update**
Luis A. Lugo, Deputy Chief Executive Officer
(For Information Only)

This item was received and filed.

V. REPORTS (Continued)

C. **FY2023-24 Annual Financial Statement Review**

Ted Granger, Chief Financial Officer

Michael Huang, Accounting Officer II

Ervin Wu, Accounting Officer I

(Presentation) (Memo dated December 18, 2024)

This item was received and filed.

D. **Annual Quality Assurance Audit Report**

Bernie Buenaflor, Chief, Quality Assurance & Metrics Division

(For Information Only) (Memo dated January 9, 2025)

This item was received and filed.

E. **Member Services Workforce Management**

JJ Popowich, Assistant Executive Officer

Tatiana Bayer, Division Manager, Member Services

Kelly Puga, Section Head, Member Services

Vanessa Gonzalez, Interim Section Head, Outreach

Gerald Bucacao, Senior Retirement Benefits Specialist

(Presentation)

This item was received and filed.

VI. ITEMS FOR STAFF REVIEW

(This item summarizes requests and suggestions by individual trustees during the meeting for consideration by staff. These requests and suggestions do not constitute approval or formal action by the Board, which can only be made separately by motion on an agenda item at a future meeting.)

There was nothing to report.

VII. ITEMS FOR FUTURE AGENDAS

(This item provides an opportunity for trustees to identify items to be included on a future agenda as permitted under the Board's Regulations.)

There was nothing to report.

VIII. GOOD OF THE ORDER

(For Information Purposes Only)

There was nothing to report.

IX. EXECUTIVE SESSION

A. **Potential Threats to Public Services or Facilities**

(Pursuant to Subdivision (a) of California Government Code Section 54957)

Consultation with: LACERA Chief Executive Officer Santos H. Kreimann, Deputy Chief Executive Officer Luis Lugo, Assistant Executive Officers JJ Popowich and Laura Guglielmo, Chief, Information Technology Kathy Delino, Information Security Officer Chaitanya Errande, and Other LACERA Staff.

There was nothing to report.

B. **Potential Threats to Public Services or Facilities**

(Pursuant to Subdivision (a) of California Government Code Section 54957)

Consultation with: LACERA Chief Executive Officer Santos H. Kreimann, Deputy Chief Executive Officer Luis Lugo, Assistant Executive Officers JJ Popowich and Laura Guglielmo, Supervising Administrative Assistant II James Beasley, Administrative Services Division Manager Ricki Contreras, Chief, Information Technology Kathy Delino, Information Security Officer Chaitanya Errande, and Other LACERA Staff.

There was nothing to report.

X. ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 12:08 p.m.


***The Board of Retirement has adopted a policy permitting any member of the Board to attend a standing committee meeting open to the public. In the event five or more members of the Board of Retirement (including members appointed to the Committee) are in attendance, the meeting shall constitute a joint meeting of the Committee and the Board of Retirement. Members of the Board of Retirement who are not members of the Committee may attend and participate in a meeting of a Board Committee but may not vote on any matter discussed at the meeting. The only action the Committee may take at the meeting is approval of a recommendation to take further action at a subsequent meeting of the Board.**





January 22, 2025

TO: Operations Oversight Committee
JP Harris, Chair
Nancy Durazo, Vice Chair
Aleen Langton
Wayne Moore
Shawn Kehoe, Alternate

FROM: Chaitanya Errande 
Information Security Officer

FOR: February 5, 2025 Operations Oversight Committee Meeting

SUBJECT: **Secure Access Service Edge Request for Proposal Recommendation**

RECOMMENDATION

That the Operations Oversight Committee authorize staff to issue a Request for Proposal (RFP) to evaluate vendors for providing Secure Access Service Edge (SASE) required hardware, software, design, deployment, and support services for LACERA.

SUMMARY

The Information Security Office seeks authority to release an RFP for five-year contract for a SASE vendor to provide the required hardware, software, design, deployment and support services for LACERA in accordance with LACERA's Policy for Purchasing of Goods and Services.

The main goal of SASE architecture is to ensure comprehensive information security with Zero Trust Network Access, reducing the information technology footprint while providing a seamless user experience and optimized connectivity. While LACERA has SASE architecture in place, threats and risk change over time requiring us to continuously look for opportunities to improve and mature our information security requirements.

Additional details related to the proposed scope of work, evaluation criteria, evaluation team and timeline are included in the attached presentation.

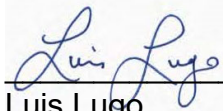
PROPOSED RFP TIMELINE

Event Description	Date
RFP release date	February 06, 2025
Written questions from Respondents due date	February 12, 2025
LACERA's response to Respondents' questions	February 14, 2025
Minimum Qualifications due date	February 19, 2025
Interviews and demonstration of proof-of-concept last date	March 05, 2025
Finalist pricing proposals (estimate)	March 10, 2025
Selection Notification (estimate)	March 14, 2025
Commencement of work	Upon contract execution

CONCLUSION AND RECOMMENDATION

IT IS RECOMMENDED THAT THE OPERATIONS OVERSIGHT COMMITTEE authorize staff to issue a Request for Proposal (RFP) to evaluate vendors for providing Secure Access Service Edge (SASE) required hardware, software, design, deployment, and support services for LACERA.

Review and approved.



Luis Lugo

Deputy Chief Executive Officer

Attachment

- c: Santos H. Kreimann
- Luis Lugo
- Laura Guglielmo
- JJ Popovich
- Ricki Contreras
- Richard Bendall
- Steven Rice
- Kathy Delino

February 01, 2025



REQUEST FOR PROPOSAL

Secure Access Service Edge (SASE)

Jackson Hsu, Administrative Analyst III
VendorManagement@lacera.com
300 NORTH LAKE AVENUE, SUITE 650
PASADENA, CA 91101

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LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION
REQUEST FOR PROPOSAL (RFP)
Secure Access Service Edge (SASE)
[FEBRUARY 01, 2025]

1. INTRODUCTION

1.1. Purpose of Request

The Los Angeles County Employees Retirement Association (“LACERA”) administers a defined benefit retirement plan and Other Post-Employment Benefit Program. LACERA is seeking proposals from qualified firms to provide product and services for the migration of LACERA’s current data network to Secure Access Service Edge (SASE). LACERA invites qualified firms to respond to this RFP (Respondent).

1.2. Background Information

LACERA is a tax-qualified defined benefit public pension fund established to administer retirement, disability, and death benefits for the employees of the County of Los Angeles and other participating agencies pursuant to the County Employees Retirement Law of 1937 (CERL) (California Government Code Section 31450, et seq.), the California Public Employees’ Pension Reform Act of 2013 (PEPRA) (California Government Code Section 7522, et seq.), LACERA’s Bylaws and Board Policies, and other applicable California law. LACERA also administers the County’s medical and dental retiree health benefits program.

LACERA operates as an independent governmental entity separate and distinct from Los Angeles County and the other participating agencies. LACERA has approximately 196,000 members, including active and retired members. Additionally, retired members and survivors take part in the medical and dental retiree healthcare programs. In addition to benefits administration, the fund invests in assets to support payment of the promised pension benefits as well as additional sums to support the retiree healthcare program.

The Respondent selected through this RFP process may be recommended to LACERA’s Board of Retirement (BOR). The BOR has responsibility over the administration of pension and healthcare benefits and other fund administrative issues. The BOR comprises of four Trustees elected by the general, safety, and retired members, four Trustees appointed by the County’s Board of Supervisors, and the sitting County Treasurer and Tax Collector as an ex officio Trustee. The BOR also has two alternate Trustees, one elected by safety members, and one elected by retired members.

The Boards and their trustees have fiduciary duties as defined in Article XVI, Section 17 of the California Constitution and CERL, with duties owed to the plan members and their beneficiaries taking precedence over any other duties.

2. **SCOPE OF SERVICES**

The Los Angeles County Employees Retirement Association (LACERA) is requesting from qualified vendors to provide proposal for product and services for migration of LACERA current data network to Secure Access Service Edge (SASE).

The SASE fabric will securely connect users, systems, endpoints, and remote networks to internal and external SaaS applications and resources. The main goal of SASE architecture is to reduce IT footprint and provide a seamless user experience, optimized connectivity, and comprehensive security in a way that supports the Zero Trust needs of LACERA.

LACERA's intent is to contract with one vendor to provide the required hardware, software, design, deployment, and support services.

3. **MINIMUM QUALIFICATIONS**

All Respondents must clearly show and document in the proposal the following minimum qualifications (Exhibit B):

- Provide documentation and whitepaper to support knowledge and expertise of network architecture in software defined wide area network (SD-WAN), Zero Trust Network Access (ZTNA), Secure Web Gateway, and Firewall as a service (FWaaS).
- Provide documentation and whitepaper to support professional services and support capabilities in service level agreement, location-based services, managed software services and time to market workflow.

Respondents that meet the above minimum qualifications will be invited to demonstrate a proof-of-concept test.

4. **INSTRUCTIONS TO RESPONDENTS**

4.1. RFP Important Dates

The following table provides a tentative schedule of important dates and deadlines for this RFP. All dates are subject to modification by LACERA without notice.

Event Description	Date
RFP release date	February 06, 2025
Written questions from Respondents due date	February 12, 2025
LACERA's response to Respondents' questions	February 14, 2025
Minimum Qualifications due date	February 19, 2025
Interviews and demonstration of proof of concept last date	March 05, 2025
Finalist pricing proposals (estimate)	March 10, 2025
Selection Notification (estimate)	March 14, 2025
Commencement of work	Upon contract execution

Respondents are notified that this RFP has three (3) stages. Stage one (1) is Respondent qualification. Stage two (2) is the responsive demonstration of Proof of Concept. Stage three (3) is pricing proposal.

4.2. Response Requirements and Formatting

Respondents to this RFP must submit the following for delivery no later than 5:00 PM PDT on February 19, 2025, through the LACERA Vendor Gateway Portal. Registration is required to access the portal and to participate in the bid process.

Respondents must upload the electronic copy of the proposal in PDF or Microsoft Word format via the LACERA Vendor Gateway Portal.

If Respondent requires any confidential information to be exempt from public disclosure, they must upload one electronic copy marked "CONFIDENTIAL." The redacted copy should exclude all material from your proposal that you believe in good faith is exempt from disclosure under the California Public Records Act (California Government Code Section 7920.000, et. seq., the "Act"). Redactions should appear as blacked-out material or blank page(s) with the word "CONFIDENTIAL" or "PROPRIETARY" inserted. Each Respondent must indicate the basis for each redaction under the Act (defined below) with a citation to the code section and subsection relied upon. LACERA cannot guarantee that redacted information will not be publicly available. Please see Section 5 below "*Notice to Respondents regarding the Public Records Act and Ralph M. Brown Act*" for further information.

Submissions must have font size text in at least 10-point font, but no larger than 12-point font and limited to 40 pages, excluding Exhibits. Submittals shall address all RFP sections in the same order presented and be responsive to each section.

All responses to this RFP should follow the outline of the RFP requirements and should fully respond to each section as appropriate and to all questions in Exhibit C and should contain at a minimum.

- 4.2.1. Cover Letter. A cover letter (1 page) shall be signed by the individual(s) who is (are) authorized to bind the Respondent contractually. The letter shall contain a statement to the effect that the Respondent is not currently under investigation by any regulatory agency, state, or federal, for any reason. The letter should identify your firm's competitive advantage, the team working on the LACERA account, and why it should be selected.
- 4.2.2. Minimum Qualifications. You must certify, by completing and signing the Minimum Qualifications Certification (Exhibit B), that your firm meets the minimum qualifications required.
- 4.2.3. Table of Contents. The response must contain a Table of Contents that identifies the major sub-sections of the Questionnaire.

- 4.2.4. Questionnaire. Provide your response to the enclosed Questionnaire (Exhibit C). Excluding the requested Exhibits and Attachments, your response must not exceed 40 pages. Responses shall be in the prescribed format.
- 4.2.5. Attachments. Optional material such as brochures or company information may be included as an attachment but will not be counted as responsive to this RFP and will not be used in scoring.

All proposals made in response to this RFP must remain open and in effect for a period of not less than 180 days after the submission deadline. Responses to this RFP may be changed or withdrawn in writing if modifications are received prior to the submission deadline. Modification to or withdrawal of a proposal received after the submission deadline will not be considered. Responses received after the specified deadline may be considered for evaluation solely at the discretion of LACERA. In addition, LACERA reserves the right to request more information or clarifications from Respondents or to allow corrections of errors or omissions.

Proposals not following these instructions or not including complete information as requested may result in a lower evaluation score or the proposal being declared non-responsive. For each part of the response, restate the RFP item immediately above the response. Pages in the proposal shall be numbered. When asked, please provide details, and state all qualifications or exceptions. All information supplied should be concise and relevant to the qualifications.

4.3. Contacts with LACERA Personnel

Contacts with LACERA personnel about this RFP, and all inquiries and requests for information shall be directed to the Point of Contact identified below:

Jackson Hsu

Administrative Services Analyst III, Administrative Services

LACERA

Gateway Plaza

300 North Lake Avenue, Suite 650

Pasadena, CA 91101-4199

Email: Jacksonhsu@lacera.com

Phone: 626-346-0084

4.4. Quiet Period

To ensure that prospective Respondents to this RFP have equal access to information about the RFP and communications related to the RFP are consistent and accurate so that the selection process is efficient and fair, a quiet period will be in effect from the date of issuance of this RFP until the selection of one or more Respondents is completed and announced.

This RFP and other relevant information related to the RFP, including addenda, modifications, answers to questions, and other updates, will be available to the public at lacera.com and LACERA Vendor Gateway Portal. Each Respondent to this RFP will be subject to the same terms and conditions and will receive the same information.

During the quiet period, Respondents are not allowed to communicate with any LACERA staff member or Board Trustees regarding this RFP except through the point of contact named herein. LACERA reserves the right to request more information or clarifications from Respondents. Respondents violating the quiet period may be disqualified at LACERA's discretion.

Respondents who have existing relationships with LACERA must limit their communications between LACERA staff and Board Trustees to the subject of the existing services provided by them.

4.5. Questions relating to this RFP

All questions, inquiries, and requests for additional information concerning this RFP should be received no later than 5:00 PM PDT, February 12, 2025, through the 'My Questions/Answers' section of the Opportunity Details page in the LACERA Vendor Gateway Portal. All Questions received, along with their corresponding responses, will be posted in the 'Questions & Answers' Section of the Opportunity Details page in the LACERA Vendor Gateway Portal on or about 5:00 PM PDT, February 14, 2025.

4.6. RFP Scoring and Selection Criteria

Respondents must meet the Minimum Qualifications (Exhibit B), Questionnaire (Exhibit C) requirements and a responsive demonstration of Proof of Concept to be scored. RFPs will be scored according to Exhibit F (Selection Criteria).

The highest-scoring Respondents may be invited to an interview by LACERA's Board(s). At LACERA's discretion, selected Respondents may be offered the opportunity to present their materials to the Board(s).

4.7. Proof of Concept

Respondents who meet the Questionnaire (Exhibit C) requirements will be invited to participate in the SASE Proof of Concept test. The Proof of Concept will test and verify that the proposed solution meets LACERA technical requirements, and interoperates with LACERA applications and processes.

We will test the key SASE parameter.

- Secure Web Gateway
Filtering unauthorized traffic from accessing LACERA resources. Features such as Malicious code detection, Malware elimination, URL filtering etc.
- Zero Trust Network Access (ZTNA)
Access is granted on a need-to-know, least-privileged basis across all users, devices, and applications. All users must be authenticated, authorized, and continuously validated before being granted access to LACERA resources.
- Software-defined wide area network (SD-WAN)

Utilize routing or switching software to create virtual connections between endpoints—both physical and logical.

- Firewall as a service (FWaaS)

Securely connect a remote, mobile workforce to LACERA network, while still enforcing consistent security policies. Firewall as a service will replace existing LACERA firewall platforms.

LACERA current network design is based on concentrating all traffics from headquarter and remote users to our Cloud provider and datacenter. The following are the details of the Proof-of-Concept test:

- LACERA headquarters will be connected to the vendor SASE Fabric through two WAN connections. Each WAN connection is provided by separate WAN provider. The link speed for each connection is 500 Meg.
- Majority of LACERA servers and applications are hosted in the public cloud which will be connected to the SASE Fabric.
- SASE Fabric connection to LACERA remote Datacenter site which is hosting additional LACERA servers and applications.
- SDP users will connect remotely to the fabric. There will be onsite users in headquarters which will access the cloud and the remote Datacenter.
- A fifty (50) user license is required for various SDP users.
- The proposed solution should create at a minimum three separate user groups: Networking, Information Security, and Applications Support.
- Vendors must sign an NDA and attest that all confidential LACERA data will be removed from the vendor SASE fabric upon completion of the testing.

4.8. Pricing Proposal

Respondents who meet the Questionnaire (Exhibit C) requirements and a responsive demonstration of Proof of Concept will be invited to participate in pricing proposal.

5. **NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT AND RALPH M. BROWN ACT**

The information submitted in response to this RFP will be subject to public disclosure pursuant to the California Public Records Act (California Government Code Section 7920.000, et. seq., the "Act"). The Act provides generally that all records relating to a public agency's business are open to public inspection and copying unless specifically exempted under one of several exemptions set forth in the Act. If a respondent believes that any portion of its proposal is exempt from public disclosure or discussion under the Act, the Respondent must provide a full explanation and mark such portion "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY," and make it readily separable from the balance of the response. Proposals marked "TRADE SECRETS," "CONFIDENTIAL" or "PROPRIETARY" in their entirety will not be honored, and LACERA will not deny public disclosure of all or any portion of proposals so marked.

By submitting a proposal with material marked “TRADE SECRETS,” “CONFIDENTIAL,” or “PROPRIETARY,” a Respondent represents it has a good faith belief that the material is exempt from disclosure under the Act; however, such designations will not necessarily be conclusive, and a Respondent may be required to justify in writing why such material should not be disclosed by LACERA under the Act. Fee and pricing proposals are not considered “TRADE SECRET,” “CONFIDENTIAL,” or “PROPRIETARY.”

If LACERA receives a request pursuant to the Act for materials that a Respondent has marked “TRADE SECRET,” “CONFIDENTIAL,” or “PROPRIETARY,” and if LACERA agrees that the material requested is not subject to disclosure under the Act, LACERA will deny disclosure of those materials. LACERA will not be held liable, however, for inadvertent disclosure of such materials, data, and information or for disclosure of such materials if deemed appropriate in LACERA’s sole discretion. LACERA retains the right to disclose all information provided by a Respondent.

If LACERA denies public disclosure of any materials designated as “TRADE SECRETS,” “CONFIDENTIAL” or “PROPRIETARY,” the Respondent agrees to reimburse LACERA for, and to indemnify, defend and hold harmless LACERA, its Boards, officers, fiduciaries, employees, and agents from and against:

1. All claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses, including without limitation attorneys’ fees, expenses, and court costs of any nature whatsoever (collectively, Claims) arising from or relating to LACERA’s non-disclosure of any such designated portions of a proposal; and
2. All Claims arising from or relating to LACERA’s public disclosure of any such designated portions of a proposal if LACERA determines disclosure is deemed required by law, or if disclosure is ordered by a court of competent jurisdiction.

If LACERA staff recommends any Respondent to the Boards for hiring, such recommendation, the reasons for the recommendation, and the relevant proposal(s) will appear on a publicly posted agenda and in supporting materials for public meetings of the Boards.

Nothing in this RFP requires LACERA to withhold any documents from production under the Act.

6. DIVERSITY, EQUITY, AND INCLUSION

LACERA values diversity, equity, and inclusion (“DEI”), and believes that effectively accessing and managing diverse talent leads to improved outcomes. LACERA takes a broad view of diversity, inclusive of varied backgrounds including, but not limited to, age, experience, race, ethnicity, sexual orientation, gender identity, disability status, national origin, and culture. LACERA expects its business partners to respect and reflect LACERA’s value of DEI.

With respect to diversity, please respond to the questions in Exhibit G (Diversity, Equity, and Inclusion Questionnaire). The response must include:

- Description of diversity policies, practices, and procedures maintained by the firm regarding equal employment opportunity, including the recruitment, development, retention, and promotion of a diverse and inclusive workforce, non-discrimination based on gender, race, ethnicity, sexual orientation, age, disability status, veteran's status, and other legally protected categories, and prohibition of sexual harassment in the workplace. If the Respondent has written policies that address these matters, provide copies along with the response to this RFP.
- The oversight, monitoring, and other compliance processes for implementation and enforcement of the firm's diversity policies, practices, and procedures, including the name of the individual who is responsible for oversight of the firm's method to measure the effectiveness of the policies, and conclusions as to effectiveness.
- Any judicial, regulatory, or other legal findings, formal action, or claims related to equal employment opportunity, workplace discrimination, or sexual harassment during the past ten (10) years.

7. NOTICE TO RESPONDENTS REGARDING LACERA DATA PROTECTION

LACERA, its consultants, vendors, and contractors have a duty to protect all LACERA data, including without limitation, information related to members and beneficiaries, finances, systems, and operations.

The finalist selected through this procurement will have access to sensitive information protected by LACERA's internal policies, State, and Federal law. In such a case, by submitting a proposal, Respondent agrees to subject itself to certain contractual terms designed to protect such information, including without limitation cyber liability insurance, SOC-2 reports (or, in the alternative, the Vendor Data Security Questionnaire in Exhibit E), systems penetration testing, and HIPAA Business Associate agreements. Respondents shall inform LACERA in their response if they have any limitations to agreeing to such terms. Respondents that do not make reservations shall lose their right to do so at the contracting phase.

8. CONTRACT NEGOTIATIONS

Upon Board approval, staff will enter contract negotiations with the approved Respondent(s). LACERA may end negotiations, at its sole discretion, if it believes a satisfactory agreement cannot be negotiated. LACERA reserves the right to award a contract based upon proposals received; you should not rely upon the opportunity to alter your proposal (e.g., services to be provided, fees, etc.) during contract negotiations.

The final contract must allow LACERA to terminate a) for its convenience, b) if funds are not appropriated for the services to be provided, and c) for default.

The general form of the contract LACERA intends to use for this engagement is attached as Exhibit D. By sending a proposal without comment on the general form contract, Respondent agrees to

each term in the contract, and will not seek any modifications to the contract. LACERA has the right to change or negotiate contract terms different than those in Exhibit E in our sole discretion.

Respondents are required in their response to identify and explain any exception that it desires to take to any of the terms and conditions of this RFP. In addition, a Respondent will be deemed to have agreed to each clause in the agreement (and not to seek inclusion of additional clauses), unless the Respondent identifies an objection or inclusion, sets forth the basis for the objection or inclusion, and provides substitute language to make the clause acceptable to the Respondent or to address an issue the Respondent feels is not addressed by the agreement in its response to this RFP. If a satisfactory agreement cannot be negotiated with one or more of the firms, LACERA may, at its sole discretion, terminate such negotiations. LACERA, may then, at its option, initiate fee negotiations with another firm, and so on.

At LACERA's discretion, the term of the contract entered under this RFP may be for an initial period of up to 5 years, beginning from the date of final execution. There may be two (2) one-year extensions under the same terms and conditions at LACERA's option. All contracts may be terminated at LACERA's convenience at any time.

9. RESERVATIONS BY LACERA

In addition to the other provisions of this RFP, LACERA reserves the right to:

- 9.1. Cancel or modify this RFP, in whole or in part, at any time.
- 9.2. Make such investigation as it deems necessary to determine the Respondent's ability to furnish the required services, and the Respondent agrees to furnish all such information for this purpose as LACERA may request.
- 9.3. Reject the proposal of any Respondent who has failed to comply with the requirements of this RFP, or who is not currently in a position to perform the contract, or who has previously failed to perform similar contracts properly, or in a timely manner or for any other reason in LACERA's sole discretion.
- 9.4. Waive irregularities to negotiate in any manner necessary to best serve the public interest, and to make a whole award, multiple awards, a partial award, or no award.
- 9.5. Award a contract, if at all, to the firm which will provide the best match to the requirements of the RFP and the service needs of LACERA in LACERA's sole discretion, which may not be the proposal offering the lowest fees or achieving the highest score.
- 9.6. Request additional documentation or information from Respondents. Requested information may vary by Respondent. LACERA may ask questions of any Respondent to seek clarification of a proposal or to ensure the Respondent understands the scope of the work or other terms of the RFP.
- 9.7. The right to choose to not enter into an agreement with any of the Respondents to this RFP or negotiate for the services described in this RFP with a party that did not submit a proposal.
- 9.8. Determine the extent, without limitation, to which the services of a successful Respondent are or are not actually utilized.
- 9.9. Defer selection of a winning Respondent to a time of LACERA's choosing.

- 9.10. Consider information about a Respondent in addition to the information submitted in the response or interview.
- 9.11. Add terms and conditions during contract negotiations.
- 9.12. The information that a Respondent submits in response to this RFP becomes the exclusive property of LACERA. LACERA will not return any proposal or reimburse proposal preparation expenses.

LACERA shall not be liable for any costs Respondents incur in connection with the preparation or submission of a proposal.

(The rest of this page is left intentionally blank)

EXHIBIT A
PROPOSAL COVER PAGE AND CHECKLIST
(TO BE SUBMITTED ON RESPONDENT'S LETTERHEAD)

Respondent Name:

Respondent Address:

By submitting this response, the undersigned hereby affirms and represents that they have reviewed the proposal requirements and have submitted a complete and accurate response to the best of their knowledge. By signing below, I hereby affirm that the Respondent has reviewed the entire RFP and intends to follow all requirements.

Respondent specifically acknowledges the following facts:

1. Respondent has the required technical expertise and has sufficient capacity to provide the services outlined in the RFP.
2. Respondent has no unresolved questions about the RFP and believes that there are no ambiguities in the scope of work.
3. The fee schedule or price proposal sent in response to the RFP is for the entire scope of work and no extra charges or expenses will be paid by LACERA.
4. Respondent has completely disclosed to LACERA all facts bearing upon any possible interests, direct or indirect, that Respondent believes any member of LACERA, or other officer, agent, or employee of LACERA presently has, or will have, in this contract, or in the performance thereof, or in any portion of the profits thereunder.
5. Materials contained in proposals and all correspondence and written questions sent during the RFP process may be subject to disclosure pursuant to the California Public Records Act (California Government Code Section 7920.000, et. Seq., the "Act").
6. Respondent is not currently under investigation by any state or federal regulatory agency for any reason.
7. The fee schedule or price proposal will be evaluated after successful responsive demonstration of Proof of Concept.
8. The signatory below is authorized to bind the Respondent contractually.

EXHIBIT B

MINIMUM QUALIFICATIONS CERTIFICATION (TO BE SUBMITTED ON RESPONDENT'S LETTERHEAD)

All Respondents must sign and return this attachment, along with written evidence of how you meet each qualification. The undersigned hereby certifies that the Respondent submitting this response fulfills the minimum qualifications outlined below, as well as the requirements contained in the RFP.

Minimum Qualifications include:

All Respondents must clearly show and document in the proposal the following minimum qualifications:

- Provide documentation and whitepaper to support knowledge and expertise of network architecture in software defined wide area network (SD-WAN), Zero Trust Network Access (ZTNA), Secure Web Gateway, and Firewall as a service (FWaaS).
- Provide documentation and whitepaper to support professional services and support capabilities in service level agreement, location-based services, managed software services and time to market workflow

The undersigned hereby certifies that they are an individual authorized to bind the company/firm contractually, and said signature authorizes verification of this information.

Authorized Signature

Date

Name and Title (please print)

Name of Firm

EXHIBIT C
QUESTIONNAIRE
(RESPONDENT SHALL USE QUESTIONNAIRE NUMBERING IN ITS PROPOSAL)

To be considered responsive, a proposal must contain the following, prefaced by a table of contents, referenced by number, and in the order below. Please provide a detailed response to each item in the questionnaire. Respondents are encouraged to include technical whitepapers and in-depth technical documentations.

LACERA SPECIFICATIONS
Secure Access Service Edge (SASE)

Notice:

Respondent shall state in the right-hand column where in your product offered differs, indicating performance, specific size, and/or make and model of all components when not exactly as specified. When Respondent is bidding items exactly as described in the left-hand column, please state "AS SPECIFIED" on the right-hand column. Failure to return and fill in this form will be considered sufficient reason for rejection of your offer. Literature alone is not sufficient for consideration of your offer.

Requirement	Details/Criteria	INDICATE EXCEPTION OR STATE "AS SPECIFIED" BELOW
Network		
Secure Web Gateway	Secure Web Gateway (SWG) features such as threat intelligence, content filtering, malware protection, and URL filtering.	
Traffic Shaping / Steering	Manages and prioritizes network traffic to ensure optimal performance.	
Next-Generation Firewall (NGFW)	Advanced threat protection, Intrusion prevention, Intrusion	

Requirement	Details/Criteria	INDICATE EXCEPTION OR STATE "AS SPECIFIED" BELOW
	detection, and other features not mentioned here.	
DNS Security	Protects against DNS-based attacks and ensures secure DNS resolution.	
Access Control	Granular access policies, such as role-based access control (RBAC) for web applications, Private Apps.	
Configuration Management	Manages and tracks changes to network configurations.	
Device Authentication	Verifies the identity of devices connecting to the network.	
Cloud Access Security Broker (CASB)	Visibility & control over cloud apps, data protection.	
Private Access (RDP,HTTPS, SMB, SQL, LDAP, Others)		
VPN	Secure Tunnel.	
Clientless VPN	Secure Tunnel.	
Zero Trust Network Access (ZTNA)	Secure, least-privilege access to apps.	
Application Performance Monitoring (APM)	Monitors and optimizes the performance of applications.	
SD-WAN	WAN optimization, path control, traffic management.	
Global Network Coverage	Availability of PoPs, low latency.	
Security Features		

Requirement	Details/Criteria	INDICATE EXCEPTION OR STATE "AS SPECIFIED" BELOW
Threat Intelligence	Integration with threat intelligence feeds.	
Sandboxing	Isolates and analyzes suspicious files in a secure environment.	
Least Privilege Access	Users and devices are granted the minimum level of access necessary.	
API Integrations, SEIM Integrations	Is it developed in house or through a third party.	
URL Filtering	Blocks access to malicious or inappropriate websites.	
User Authentication	Ensures only authorized users can access the network.	
Cloud Workload Protection (CWP)	Protects cloud workloads from threats and vulnerabilities.	
Single Sign- on (Entra ID)	Allows users to access multiple applications with one set of credentials.	
Provisioning / SCIM (Entra ID)	open standard protocol for automating the exchange of user identity information between identity domains and IT systems.	
Secure Access to SaaS Applications	Ensures secure access to Software as a Service (SaaS) applications.	

Requirement	Details/Criteria	INDICATE EXCEPTION OR STATE "AS SPECIFIED" BELOW
Cloud Security Posture Management (CSPM)	Monitors and manages cloud security configurations.	
SSL/TLS Inspection	Decrypts and inspects encrypted traffic for threats.	
DLP	Data Loss Prevention to prevent unauthorized data transfers.	
User and Entity Behavior Analytics (UEBA)	Detects anomalies in user and entity behavior.	
Anti-Malware	Protects against malware, ransomware, and other threats.	
Custom Policies	Ability to define and enforce custom security policies specific to private applications.	
Backup and Recovery	Ensures data can be restored in case of loss or corruption.	
Data Masking	Obscures sensitive data to protect it from unauthorized access.	
Data Classification	Identifies and categorizes data based on sensitivity and importance.	
Encryption Key Management	Manages encryption keys to ensure data security.	
Data Encryption	Encryption for data in transit and at rest.	
Multi-Factor Authentication (MFA)	Adds an extra layer of security by	

Requirement	Details/Criteria	INDICATE EXCEPTION OR STATE "AS SPECIFIED" BELOW
	requiring multiple forms of verification.	
Identity and Access Management (IAM)	Integration with IAM systems (Entra ID, M 365).	
Malicious Hash / Signature Patterns	To identify any known / unknown Signatures or Hashes.	
Log Management	Collects, stores, and analyzes log data for security and compliance.	
Incident Response	Automated/manual response, alerting, forensic analysis.	
Heuristics and Behavioral Anomaly Detection (HBAD)		
Performance and Scalability		
Latency and Performance	Metrics for latency and performance.	
Scalability	Ability to scale with increasing load.	
Usability and Management		
Centralized Management	Unified dashboard for policies, management of all modules of SASE.	
Real-Time Monitoring	Continuous monitoring of network activity and security events.	
Ease of Deployment	Quick deployment, minimal disruption.	
Integration	Compatibility with IT and security infrastructure.	
Compliance and Reporting		
Regulatory Compliance	Support for compliance	

Requirement	Details/Criteria	INDICATE EXCEPTION OR STATE “AS SPECIFIED” BELOW
	requirements (e.g., GDPR, HIPAA).	
Reporting and Analytics	Visibility into performance, compliance.	
Audit Trails	Detailed logs for security and compliance.	
Service and Support		
Customer Support	24/7 support, responsiveness.	
Training and Documentation	Availability of documentation and training resources.	
Service Level Agreements (SLAs)	Uptime, response times, performance metrics.	
Future Proofing		
Innovation	Vendor’s track record for innovation.	
Roadmap	Vendor’s future plans and enhancements.	
Vendor Stability	Years in business and financial strength.	

**LACERA TECHNICAL PROPOSAL
Secure Access Service Edge (SASE)**

The following support topics and questions will be discussed during the interview with the RFP Respondents.

1. Network Architecture

1.1. Software Defined Wide Area Network (SD-WAN)

1.1.1. Link Management

- Describe the types of WAN connections supported.
- Describe how Active/Active and Active/Passive link aggregation works in your solution.
- How do you detect link degradation in blackouts and brownouts. What metrics are used?
- What are the automated actions your solution can take to recover from various failure scenarios such as link failure, link degradation, link congestion.

1.1.2. Traffic Routing and Quality of Service

- What attributes can you use in configuring traffic routing/steering policies? IP, Host, Application, User/Group, other?
- How many applications are recognized out of the box?
- Can LACERA create a rule to identify a private/custom application?
- How do you prioritize traffic (applications, users, groups)? How many levels of priority are available?
- How do you ensure bandwidth is always available/reserved to the most critical applications?

1.1.3. Latency-sensitive Traffic

- How does your solution support Quality of Service (QoS) mechanism for latency sensitive traffic?

1.1.4. Monitoring and Reporting

- What network attributes does your solution monitor (locations, links, applications, users, hosts, etc.)?
- What metrics are tracked for each entity? Do you have both real time and historical views?

1.2. Security

1.2.1. Traffic Encryption

- How do you provide end-to-end encryption of all traffic?
- Can your solution provide encryption (TLS) bypass?
- What impact will end-to-end encryption have on your solution's stated supported throughput?

1.2.2. Threat Prevention

- What threat prevention capabilities are offered by your solution? Specifically indicate if you provide: URL filtering, anti-malware, Next gen anti-malware (non-signature based), or IPS.
- Describe each of your security capabilities, and how security policies are configured and what customizations are available.
- Which components are built into your platform, and which require "service chaining" of multiple products?
- If service chaining is required for multiple products, please explain how you implement it (edge device, cloud service, combination). Please explain how each component is managed.
- How does your solution perform deep packet inspection (DPI) to stop threats such as malware?
- Assuming 100% of the traffic to be inspected is encrypted, what is the performance impact on your supported throughput?

1.2.3. Threat Detection

- What capabilities you provide to detect malware infected endpoints?
- What is required to deliver these capabilities in the network and on endpoints?
- How does the vendor communicate incident information to LACERA? Please share an example of such report

1.2.4. Cloud Security

- How do you secure traffic to and from cloud, datacenters, and public cloud applications?

- What solution components are required to provide cloud access security?
- How do you manage your cloud security solution? Is it integrated with your network management?

1.2.5. Mobile Security

- How do you secure traffic from mobile users to cloud applications or on LACERA premises applications?
- What solution components are required to provide mobile security?
- How do you manage your mobile security solution? Is it integrated with your network management?

1.2.6. Identity and User Awareness

- How do you associate identity with network flows across mobile users, office users, applications, and devices?
- Can you include identity (users, groups) in network and security policies?
- How do you maintain synchronization of current user and group entities? What federated ID management systems do you support?

1.2.7. Policy Management and Enforcement

- How do you enforce a security policy on a branch, group of branches, a user, a group of users, the entire network?
- What default policies are available out of the box?

1.2.8. Security Management Analytics and Reporting

- How do you control access to the security management console?
- What types of events are generated by your solution?
- What data is available for the events, and what tools can be used to investigate an event?
- What reporting, alerting, and exporting capabilities are available for the events?
- Does your security management and reporting integrate with your network management and reporting?
- Please provide screen shots of networking and security events list and detailed event record.

1.2.9. Global

- How does your solution optimize traffic globally?
- What SLAs do you provide for global latency, packet loss, jitter?

2. Service and Support

2.1. Professional Services and Support

- Do you offer follow the sun support?
- What geographic locations do you provide support from?
- Is support available 7x24x365?
- What are your support SLAs?
- Are professional services provided by the SASE OEM vendor or through partners? Please provide detail on the entity responsible for the support and services.
- Do you provide fully managed network services to configure networking and security. Please provide information on your managed services.

- Can we choose a self-service, co-managed, or fully managed services?
- What visibility is provided to networking and security under the fully managed service options?

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EXHIBIT D

AGREEMENT FOR SERVICES

THIS IS THE GENERAL FORM AND CONTENT OF THE CONTRACT LACERA INTENDS TO USE. IN SUBMITTING A PROPOSAL WITHOUT COMMENT ON THE CONTRACT, THE RESPONDENT WILL BE DEEMED TO HAVE AGREED TO EACH CLAUSE IN THE AGREEMENT BELOW (AND TO NOT SEEK ANY MODIFICATIONS TO THE AGREEMENT), UNLESS RESPONDENT'S PROPOSAL IDENTIFIES AN OBJECTION OR INCLUSION, SETS FORTH THE BASIS FOR THE OBJECTION OR INCLUSION, AND PROVIDES SUBSTITUTE LANGUAGE TO MAKE THE CLAUSE ACCEPTABLE TO RESPONDENT.

LACERA RESERVES THE UNILATERAL RIGHT IN ITS SOLE DISCRETION TO MAKE CHANGES TO THE CONTRACT PRIOR TO EXECUTION, WHICH CHANGES WILL NOT PROVIDE RESPONDENT WITH AN OPPORTUNITY TO MAKE FURTHER CHANGES TO THE OTHER TERMS OF THE CONTRACT.

CONTRACT FOR {---Type of Service---}

This Contract for {---Type of Service---} ("Contract") is made and entered into by and between Los Angeles County Employees Retirement Association ("LACERA") and {---Company Name---} ("Vendor"), and is effective as of the date shown in Section 5.

Recitals

LACERA seeks the services of a company that offers {---Brief Description of Service---}.

Vendor represents that they offer the {---Contract Title---} that LACERA seeks.

[INSERT ADDITIONAL RECITALS AS NEEDED]

Contract

1. Services to be Provided.

1.1 Vendor agrees to perform the services ("Services") described in the Statement of Work ("Statement of Work") attached to this Contract as Attachment A.

1.2 Vendor agrees to perform the Services at LACERA's offices, and with LACERA's consent, via telephone or email, and when appropriate, at a location of Vendor's choice.

1.3 All writings prepared or furnished by Vendor to LACERA in the performance of this Contract shall be the exclusive property of LACERA and may be used by LACERA, as LACERA deems appropriate.

1.4 Vendor's quality of service will be at least equivalent to that which Vendor provides to other clients it serves in the same capacity. Vendor will be held to the same standard of care, skill, prudence, and diligence that applies to other experts practicing in a like enterprise.

2 Independent Contractor.

2.1 Vendor agrees to perform the Services as an independent contractor and agrees they will be acting at all times as such. Neither party intends, and this Contract may not be construed, to create any relationship of agent, servant, employee, partnership, joint venture, or association between Vendor and LACERA. Vendor is not and will not be deemed to be for any purpose (including, without limitation, Workers' Compensation) an employee of Los Angeles County (the "County"). Vendor is not entitled to any rights, benefits, or privileges of County employees. Vendor is not eligible to participate in any insurance, savings, pension, or deferred compensation offered by LACERA or the County.

2.2 Vendor has no power or authority to assume or create any obligation or responsibility, express or implied, on behalf of LACERA or the County, or to bind LACERA or the County in any way whatsoever.

2.3 Vendor accepts full and complete responsibility for filing all tax returns and paying all taxes, which may be required, or due for payments received from LACERA under this Contract. LACERA will memorialize payments for Vendor's services on a Form 1099.

2.4 Vendor represents and warrants that they comply with all applicable federal, state, and local laws, including without limitation, those laws respecting business licenses, withholding, reporting, and payment of taxes. Vendor further represents and warrants that they will report any income accruing to him from this Contract to the appropriate taxing authorities.

3. LACERA's Project Director.

LACERA's Project Director, or designee, has responsibility for determining whether the Services are performed to LACERA's satisfaction. LACERA's Project Director is {---Project Director---}.

4. Indemnification and Insurance.

4.1 Vendor shall indemnify, defend and save harmless LACERA, its agents, officers and employees from and against any and all liability, damage, suit, cost of suit, or expense, including defense costs and attorney's fees, arising out of or connected with claims for damages of any nature whatsoever arising from or connected with Vendor's operations or its services, including,

without limitation, claims for bodily injury, death, personal injury, or property damage, including damage to Vendor's property.

4.2. Without limiting Vendor's obligations to indemnify LACERA, Vendor will provide and maintain at its own expense during the term of this Contract the insurance programs specified in this Contract. Such insurance will be primary and not contributing with any other insurance of self-insurance programs maintained by LACERA, and Vendor agrees to provide and maintain such insurance at its own cost and expense.

4.2.1 Certificate(s) or other evidence of coverage satisfactory to LACERA shall be delivered to prior to commencing services under this Contract and annually thereafter to:

LACERA
Administrative Services, Vendor Management Group
300 N. Lake Avenue, Suite 650
Pasadena, CA 91101-4199
vendormanagement@lacera.com

4.3 Such certificates or other evidence shall:

4.3.1 Specifically identify this Contract.

4.3.2 Clearly evidence all coverage's required in this Contract.

4.3.3. Contain the express condition that LACERA is to be given written notice by mail at least 45 days in advance of cancellation for all policies, or, alternatively, in the event the insurers that otherwise provide satisfactory insurance hereunder do not assume third-party notification provisions, Vendor hereby agrees to notify LACERA at least 45 days in advance of any cancellation of any of the policies provided for herein.

4.3.4 Include copies of the additional insured endorsement to the commercial general liability policy, adding that LACERA, its trustees, officers, and employees as insureds for all activities arising from this Contract.

4.3.5 Self-Insured Retentions must be declared to and approved by the LACERA. LACERA may require Vendor to purchase coverage with no retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention will be satisfied by the named Vendor

4.3.6 LACERA reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

4.4 Insurer Financial Ratings. Insurance is to be provided by an insurance company acceptable to LACERA with an A.M. Best rating of not less than A-, X, unless otherwise approved by LACERA.

4.5 Failure to Maintain Coverage. Vendor's failure Vendor to maintain the required insurance, or to provide evidence of insurance coverage acceptable to LACERA, shall constitute a material breach of the contract upon which LACERA may immediately terminate or suspend this Contract. LACERA, at its sole option, may obtain damages from Vendor resulting from said breach.

4.6 Compensation for LACERA Costs. In the event that Vendor fails to comply with any of the indemnification or insurance requirements of this Contract, and such failure to comply results in any costs to LACERA, Vendor shall pay full compensation for all costs incurred by LACERA.

4.7 Cooperation Regarding Insurance. LACERA may elect to procure insurance against loss or damage it may sustain in connection with Vendor's performance under this Contract. Vendor will promptly cooperate with any reasonable request for information regarding Vendor which is required to obtain such insurance.

4.8 Survival of Obligations. Vendor's obligations under this Section 4 shall survive expiration or termination of this Contract.

4.9 Commercial General Liability. Vendor shall provide and maintain a Commercial General Liability insurance policy, which names LACERA as additional insured. Such policy shall cover legal liability for bodily injury and property damage arising out of Vendor's business operations and services that Vendor provides pursuant to this Contract. Such policy shall include, without limitation, endorsements for Property Damage, Premises-Operations, Products/Completed Operations, Contractual, and Personal/Advertising Injury with a limit of at least \$3,000,000 per occurrence and an annual aggregate of at least \$3,000,000. If such insurance is written on a Claims Made Form, such insurance shall be endorsed providing an extended reporting period of not less than five (5) years following termination or expiration of this Contract.

4.10 Auto Liability. Vendor shall provide and maintain a comprehensive auto liability insurance policy endorsed for all "owned", "non-owned", and "hired" vehicles, or coverage for any "auto", with a combined single limit of not less than One Million Dollars (\$1,000,000) per accident.

4.11 Workers' Compensation. Vendor shall bear sole responsibility and liability for furnishing Workers' Compensation benefits to Vendor's employees for injuries arising from or connected with any services provided to LACERA under this Contract. Vendor shall provide and maintain a program of Workers' Compensation, in an amount and form to meet all applicable statutory requirements. In all cases, worker's compensation insurance also shall include

Employer's Liability Insurance with limits of not less than \$1,000,000, each accident, and \$1,000,000, disease, covering all of Vendor's employees.

4.12 Errors and Omissions. Vendor shall provide and maintain insurance covering liability arising from any error, omission, negligent or wrongful act of the Vendor, its officers, employees, or Agents, with limits of at least \$1,000,000 per claim and an annual aggregate of at least \$2,000,000. The coverage also shall provide an extended one-year reporting period commencing upon termination or cancellation of this Contract.

4.13 Cyber Liability Insurance. Without limiting any of the obligations or liabilities of Vendor, Vendor shall carry and maintain, at its own expense including any applicable deductibles or retention, Cyber Liability insurance with limits of not less than \$2,000,000 for each occurrence and an annual aggregate of \$5,000,000 covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security. The policy coverage shall include, but not be limited to:

4.13.1 Privacy Liability Coverage. This coverage shall include LACERA and its members for breaches of their private information in the case of a data breach.

4.13.2 Notification Costs. This coverage shall cover the costs of notifying third parties and LACERA members potentially affected by a data breach.

4.13.3 Crisis Management. This coverage shall include the costs of managing the public relations outfall from most data breach scenarios.

4.13.4 Credit/Identity Monitoring. This coverage shall include coverage for affected members for at least 24 months or the minimum legally required period, whichever is longer.

4.13.5 Theft and Fraud Coverage. This coverage shall include the costs of theft or destruction of the LACERA's data and theft of funds.

4.13.6 Network and Business Interruption. This coverage shall include any expense due to an intentional interruption of the LACERA's computer systems.

4.13.7 Data Loss and Restoration. This coverage shall include the costs of diagnosing and repairing the cause of the loss and restoring all data.

5. Term.

The term of this Contract begins on {---Effective Date---} (the "Start Date"), and unless terminated for convenience, ends on the earlier of (i) full performance of the Services by Vendor and acceptance by LACERA or (ii) {---Contract Term Length---} (one to three years) after the Start

Date. This Contract automatically renews up to four times for subsequent and successive one year periods under the same terms, conditions, and compensation, unless either party delivers its written request for changes not less than ninety (90) days prior to the end of the then current term of the Contract. Neither party is required to renew or extend this Contract.

6. Non-Exclusive Services.

This Contract is not exclusive. Vendor has the right to perform services for others during the term of this Contract, but Vendor agrees not to engage in any business, work or services of any kind under contract, or otherwise, for any person, organization or agency, which in the opinion of LACERA is detrimental to the interests of LACERA or that would materially interfere with the performance of the Services. Vendor agrees to disclose such information regarding business, work, or services they perform on behalf of any person, organization, or agency as LACERA may reasonably require verifying Vendor's compliance with this Section.

7. Compensation.

LACERA agrees to pay Vendor according to the Fee Schedule attached as Attachment B for performing the Services. Vendor's expenses are included in the compensation described in Attachment B and therefore Vendor is not entitled to any separate reimbursement for any expenses incurred by it in discharging its duties under this Contract, unless otherwise agreed by LACERA.

8. Invoices.

Vendor agrees to submit invoices to LACERA's Project Director, in arrears, by the tenth day of each calendar month for Services performed during the previous calendar month. Each invoice must (a) describe in detail the Services performed and expenses incurred by Vendor during the invoice period, (b) show the cumulative charges year-to-date (based on a fiscal year beginning July 1) for all Services and expenses, and (c) include such other information as LACERA may reasonably request. Each invoice will be payable within thirty days of receipt by LACERA. If LACERA's Project Director disputes any portion of an invoice, however, LACERA will pay the undisputed portion only and notify Vendor in writing of the disputed portion. Vendor and LACERA agree to act in good faith to resolve such disputes.

9. Contract Not Assignable.

Vendor may not assign any of its rights, duties, or obligations under this Contract without the prior written consent of LACERA, which LACERA may grant or withhold in its sole discretion.

10. Confidentiality.

10.1 Confidential Information. Vendor understands that, during the performance of this Contract, it will have access to confidential and proprietary LACERA information, policies and

procedures, benefits, business practices, and technology concerning LACERA's operations, as well as sensitive confidential member information and business critical non-member information (collectively, "Confidential Information"). For clarity, Confidential Information includes all information of any and every kind provided to Vendor, regardless of whether it may previously have been disclosed by LACERA or others in other contexts, in that LACERA needs to know to whom, when, where, and how all of its information has been disseminated and reserves to itself the right to determine to whom, when, where, and how such information is released. Confidential Information further includes all information related in any way to LACERA provided to Vendor.

Confidential Information may be provided to Vendor or generated or stored by Vendor in written, electronic, verbal, and all other forms. Vendor understands and agrees that:

10.1.1 Vendor shall not disclose Confidential Information to any person within its organization except those persons required to perform the services of the Contract.

10.1.2 Vendor shall not disclose Confidential Information to any third party without LACERA's advance written approval.

10.1.3 Vendor's agreement not to disclose Confidential Information includes an agreement not to disclose information even on a no-names basis.

10.1.4 Vendor will use best efforts, including but not limited to the highest level of care Vendor accords to its own most sensitive information and the most sensitive information of its other clients, to secure and maintain the confidential nature of the Confidential Information.

10.1.5 Vendor will not use the Confidential Information for any purpose other than to perform the services required by this Contract. This confidentiality provision will survive the termination of the Contract.

11. Nondiscrimination.

Vendor hereby promises and agrees that it will comply with Subchapter VII of the Civil Rights Act of 1964, 43USC Section 2000e through 2000e (17), to the end that no person shall, on grounds of race, creed, color, sex, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract, or under any project, program or activity supported by this Contract.

Vendor shall take affirmative action to ensure that applicants and employees are treated in an unbiased manner without regard to their race, color, religion, sex, age, ancestry, or national origin, physical or mental handicap, marital status, or political affiliation. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

12. Compliance with Laws.

Vendor shall comply with all applicable Federal, State, and local laws, rules, regulations, ordinances, and directives, and all provisions required to be included in this Contract are incorporated by this reference. Vendor shall indemnify and hold LACERA harmless from any loss, damage or liability resulting from a violation by Vendor of any such laws, rules, regulations, ordinances, and directives.

13. Conflict of Interest.

No officer or employee of LACERA whose position enables him or her to influence the award of this Contract or any competing agreement, and no spouse or economic dependent of such officer or employee shall be employed in any capacity or in any way remunerated by Vendor, or have any direct or indirect financial interest in this Contract or in Vendor.

14. Modifications.

Any modification to this Contract must be in writing, signed by Vendor and LACERA, to be effective.

15. Termination for Default.

Services performed under this Contract may be terminated in whole or in part by LACERA providing to Vendor a written Notice of Default if (1) Vendor fails to perform the services within the time specified in this Contract or any extension approved by LACERA, or (2) Vendor fails to perform any other covenant or condition of this Contract, or (3) Vendor fails to make progress so as to endanger its performance under this Contract.

Vendor shall have ten (10) calendar days from the date of the Notice of Default in which to cure the Default(s), however, in its sole discretion, LACERA may extend this period or authorize a longer period for cure.

Without limitation of any additional rights or remedies to which it may be entitled, if LACERA terminates all or part of the services for Vendor's Default, LACERA, in its sole discretion, may procure replacement services and Vendor shall be liable for all excess costs incurred by LACERA in connection with those replacement services, as determined by LACERA in its sole discretion.

If it is determined that Vendor was not in Default under the provisions of this Contract, or that the Default was excusable, then the rights and obligations of the parties shall be the same as if the Notice of Termination had been issued under Section 16. Termination for Convenience.

16. Termination for Convenience.

Services performed under this Contract may be terminated in whole or in part at any time LACERA or Vendor deems that termination is in its best interest. LACERA or Vendor shall terminate services by delivering a written Termination Notice which specifies the extent to which services are terminated and the effective termination date.

After receiving a Termination Notice under this section, and unless otherwise expressly directed by LACERA, Vendor shall take all necessary steps and shall stop services on the date and to the extent specified in the Termination Notice and shall complete services not so terminated.

17. SOC-2

SOC-2 Report. The Vendor shall have an annual audit performed by an independent audit firm. The audits shall include the Vendor's and any subcontractor's handling of Confidential Information and shall address all areas relating to information technology security and operational processes to provide such security. The audits shall be performed in accordance with the guidance set forth in Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2), as published by the American Institute of Certified Public Accountants (AICPA) and as updated from time to time, or according to the most current audit guidance promulgated by the AICPA or similarly recognized professional organization, as agreed to in writing by LACERA. The audit shall assess the security of information technology security and operational process to provide such security as follows:

17.1 The type of audit to be performed in accordance with the Guidance is a SOC 2 Type 2 Audit (referred to as the "SOC 2 Audit" or "SOC 2 Report"). The initial SOC 2 Audit shall be scheduled and completed within six months of executing the Contract. All subsequent SOC 2 Audits that are arranged after this first audit shall be performed and submitted annually.

17.2 The SOC 2 Audit shall report in writing on the Vendor's and any subcontractor's system(s) and the suitability of the design and operating effectiveness of controls of the information functions and/or processes to meet the requirements of the Contract, including the security requirements.

17.3 The scope of the SOC 2 Report shall include work performed by any subcontractors that provide essential support to the Vendor for the information functions or processes for the services offered to LACERA under the Contract. The Vendor shall ensure the audit includes all subcontractors operating in the performance of the Contract.

17.4 All SOC 2 Audits, including those of the Vendor and any subcontractors, shall be performed at no additional expense to LACERA.

17.5 The Vendor and all relevant subcontractors shall promptly provide a complete copy of the final SOC 2 Report(s) to the Project Director upon completion of each SOC 2 Audit engagement.

17.6 The Vendor shall provide to LACERA, within thirty (30) calendar days of the issuance of each SOC 2 Report, a documented corrective action plan that addresses each audit finding or exception contained in a SOC 2 Report. The corrective action plan shall identify in detail the required remedial action by the Vendor or subcontractor(s) along with the implementation date(s) for each remedial action.

17.7 If the Vendor or any subcontractor fails to obtain an annual SOC 2 Report, LACERA shall have the right to retain an independent audit firm to perform an audit engagement of a SOC 2 Report. The audit will include the information functions and processes utilized or provided by the Vendor and any relevant subcontractor under the Contract. The Vendor and any subcontractor agree to allow the independent audit firm to access its facilities for purposes of conducting this audit engagement. They will provide the necessary support and cooperation to the independent audit firm that is required to perform the audit engagement of the SOC 2 Report. LACERA will invoice the Vendor for the expense of the SOC 2 Report(s), or deduct the cost from future payments to the Vendor.

18. Disaster Recovery & Business Continuity

Vendor will implement and maintain disaster recovery and business continuity procedures that are reasonably designed to recover data processing systems, data communications facilities, information, data and other business related functions of LACERA in a manner and time frame consistent with legal, regulatory, and business requirements applicable to LACERA.

19. Data Breach Verification.

19.1 Vendor shall provide an annual written, signed attestation that to the best of its knowledge, no data breach, hacking, or incidental divulging of any data has occurred, and that no data has been compromised ("Incident"). The attestation shall verify that adequate internal policies and procedures exist to prevent data theft and unauthorized access.

19.2 Vendor shall provide an annual system penetration test in support of the attestation made above. Vendor shall provide the results of penetration tests to LACERA.

19.3 Vendor at its own cost, shall comply with California Civil Code § 1798.29(e) and California Civ. Code § 1798.82(f). In the event of a security breach of more than 500 records, the Vendor shall electronically submit a single sample copy of that security breach notification, excluding any personally identifiable information, to the Attorney General.

19.4 Vendor at its own cost, shall notify any California resident whose unencrypted personal information, as defined, was acquired, or reasonably believed to have been acquired, by

an unauthorized person as required by California Civil Code §1798.29(a) and California Civ. Code §1798.82(a).

19.5 Notwithstanding the legal notification requirements in the preceding paragraphs, Vendor will immediately, which means no more than 48 hours after discovery, notify LACERA upon its discovery of any Incident whether such Incident includes LACERA data or not. Such notice shall include the nature and extent of the breach, the type of data compromised, and a summary of mitigation taken.

20. Entire Contract and Severability.

This document (including RFP response, Attachments A and B) constitutes the final, complete, and exclusive statement of the terms of the Contract between LACERA and Vendor for the services to be performed and supersedes all prior and contemporaneous understandings or Contracts of the parties. The provisions of this Contract are severable, and if any one or more provisions may be determined to be illegal or otherwise unenforceable, in whole or in part, the remaining provisions or parts thereof shall nevertheless be binding and enforceable and the invalid, illegal or unenforceable provision shall be replaced by a mutually acceptable valid, legal and enforceable provision which comes closest to the intent of the parties.

21. Governing Law and Venue.

21.1 This Contract shall be governed by, and construed and enforced in accordance with, the laws of the State of California without regard to principles of conflicts of laws.

21.2 Any party bringing a legal action or proceeding against any other party arising out of or relating to this Contract or the transactions it contemplates (whether in contract, tort, equity, or otherwise), shall bring the legal action or proceeding in either the United States District Court or in any court of the State of California sitting in Los Angeles County.

21.3 Each party to this Contract consents to the exclusive personal and subject matter jurisdiction of any United States District Court sitting in the County of Los Angeles and any court of the State of California sitting in the County of Los Angeles, and their appellate courts for the purpose of all legal actions and proceedings arising out of or relating to this Contract or the transactions it contemplates, including all claims of any nature or type, whether in contract, tort, statutory, equitable, legal, or otherwise.

22. Attorney's Fees.

In the event of litigation between the parties concerning this Contract, the prevailing party shall be entitled to recover reasonable costs and expenses incurred therein, including without limitation attorney's fees. These expenses shall be in addition to any other relief to which the prevailing party may be entitled and shall be included in and as part of the judgment or decision rendered in such proceeding.

23. Interpretation.

Vendor acknowledges they have been given the opportunity to have counsel of their own choosing to participate fully and equally in the review and negotiation of this Contract. The language in all parts of this Contract shall be construed in all cases according to its fair meaning, and not strictly for or against any party hereto. Any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in interpreting this Contract.

24. Waiver.

No waiver of a breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Contract shall be effective unless it is in writing and signed by the party waiving the breach, failure, right, or remedy. No waiver of any breach, failure, right or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, or preceding or subsequent, nor shall any waiver constitute a continuing waiver unless the writing so specifies.

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ATTACHMENT B

FEE SCHEDULE

THIS IS THE GENERAL FORM OF THE FEE SCHEDULE LACERA INTENDS TO USE. THE RESPONDENT WILL PROVIDE AN ITEMIZATION OF INVOICABLE ITEMS. TEXT DEMARCATED IN {---} ARE EXAMPLES AND MAY BE FILLED IN. THIS FEE SCHEDULE WILL IDENTIFY ALL INCLUSIONS, AND LACERA WILL NOT ACCEPT THIRD-PARTY FINANCING OR LATE FEES. THE RESPONDENT MAY BE AWARDED A FIVE-YEAR CONTRACT. ACCORDINGLY, PRICE THE FEE SCHEDULE FOR THE ENTIRE FIVE-YEAR CONTRACT AND INCLUDE ANY ANNUALIZED COSTS.

RFP Price Sheet

Project Name: {---Type of Service---}

Vendor Name: {---Company Name---}

Quantity Cost Itemization

Item Description	Quantity	Unit Price	Total Price
Secure Access Service Edge	{---}	{---}	{---}
Deployment Services Cost	{---}	{---}	{---}
Support Services Cost	{---}	{---}	{---}
Software Renewal	{---}	{---}	{---}
{---Invoice Item 1---}	{---Quantity---}	{--Price (USD)--}	{--Quantity x Price (USD)--}
Total			{---}

Installment Payment Plan

Item Description	Payment Period	Annual Cost	Total Contract Cost
Secure Access Service Edge	{---}	{---}	{---}
Deployment Services Cost	{---}	{---}	{---}
Support Services Cost	{---}	{---}	{---}
Software Renewal	{---}	{---}	{---}
{---Invoice Item 1---}	{---Period---}	{--Price (USD)--}	{--Period x Price (USD)--}
Total			{---}

EXHIBIT E

IT SECURITY CONTROLS

ALL RESPONDENTS SHALL PROVIDE A COPY OF THEIR LATEST SECURITY COMPLIANCE CERTIFICATION REPORT. ACCEPTABLE COMPLIANCE CERTIFICATION REPORTS ARE SOC2, OR ISO 27001, OR HIPPA.

ADDITIONALLY, IF SELECTED THROUGH THIS RFP PROCESS, RESPONDENT SHALL COMMIT TO PROVIDE FUTURE CERTIFICATION REPORTS AND AN ANNUAL WRITTEN, SIGNED ATTESTATION FOR ANNUAL VENDOR SECURITY POSTURE ASSESSMENT.

THE SELECTED RESPONDENT SHALL PROVIDE A SIGNED ATTESTATION THAT, TO THE BEST OF ITS KNOWLEDGE, NO DATA BREACH, HACKING, OR INCIDENTAL DIVULGIING OF ANY DATA HAS OCCURRED, THAT NO DATA HAS BEEN COMPROMISED (“INCIDENT”), AND THAT ADEQUATE INTERNAL POLICIES AND PROCEDURES EXIST TO PREVENT DATA THEFT AND UNAUTHORIZED ACCESS.

IF RESPONDENTS HAVE NOT COMPLETED ANY OF THE ABOVE COMPLIANCE REPORTS, THEY MUST COMPLETE AND SIGN THE VENDOR DATA SECURITY QUESTIONNAIRE DOCUMENT IN ORDER TO ASSESS THEIR SECURITY POSTURE AND SUITABILITY OF THE DESIGN AND OPERATING EFFECTIVENESS OF CONTROLS, INFORMATION FUNCTIONS, AND PROCESSES.



VENDOR DATA SECURITY QUESTIONNAIRE

1. GENERAL INFORMATION

Name of Vendor: [Click or tap here to enter text.](#)

Vendor is a(an): Individual Corporation Partnership Other [Click or tap here to enter text.](#)

2. SAFEGAURDS ON LACERA CONFIDENTIAL INFORMATION

- a) Does / will the vendor hold LACERA Confidential or LACERA member PII information? Yes No
If yes, please provide details. Response: [Click or tap here to enter text.](#)
-
- b) Is LACERA information physically or virtually segregated from the vendor and its vendor's other clients? Yes No
If yes, please provide details. Response: [Click or tap here to enter text.](#)
-
- c) Provide brief description on the type of connection (encryption and authentication) for information exchange between LACERA and the vendor organization. Response: [Click or tap here to enter text.](#)
-
- d) Is LACERA information encrypted at rest? Yes No
-
- e) Describe the teams within vendor's organization that have access to the LACERA information:
Response: [Click or tap here to enter text.](#)
-
- f) Are vendor's production and test/development areas separated? Yes No
If yes, please provide brief details. Response: [Click or tap here to enter text.](#)

3. VENDOR Security and INCIDENT RESPONSE PROGRAM

- a) Provide documentation on vendor Information Security Policy and Incident Response programs.
Response: [Click or tap here to enter text.](#)
-
- b) Provide confirmation and/or attestation to a 72-hour breach notification.
Response: [Click or tap here to enter text.](#)
-
- c) Vendor agrees to a periodic review for compliance to LACERA policies and security requirements. Yes No
Response: [Click or tap here to enter text.](#)

4. VENDOR PENETRATION TEST AND SOC2 REPORTS

- a) Has the vendor completed a Penetration test? Yes No
Provide summary report of the latest Penetration Test. Response: [Click or tap here to enter text.](#)
-
- b) Has the vendor completed an Independent Service Auditors compliance exam such as SOC 2? Yes No
If yes, please provide the latest audit report and proceed to the last section of this questionnaire sign and date the document.
Response: [Click or tap here to enter text.](#)

If compliance report has not been completed, please proceed to the next sections.

5. EMAIL SECURITY CONTROLS

If the answer to any question in this section is "No", please provide additional details in the "Additional Comments" section.

- a) Do you tag external emails to alert employees that the message originated from outside the organization? Yes No
-
- b) Do you pre-screen emails for potentially malicious attachments and links? Yes No
If "Yes", complete the following:
Provide your email security provider. Response: [Click or tap here to enter text.](#)
Do you have the capability to automatically detonate and evaluate attachments in a sandbox to determine if they are malicious. Yes No
-
- c) Have you implemented any of the following to protect against phishing messages? (check all that apply):
Sender Policy Framework (SPF)
DomainKeys Identified Mail (DKIM)
Domain-based Message Authentication, Reporting & Conformance (DMARC)
None of the above
-
- d) Can your users access email through a web application or a non-corporate device? Yes No
If "Yes", do you enforce Multi-Factor Authentication (MFA)? Yes No
-
- e) Do you use Office 365 in your organization? Yes No
If "Yes", do you use the Office 365 Advanced Threat Protection add-on? Yes No

ADDITIONAL COMMENTS (Use this space to explain any "No" answers in the above section and/or to list other relevant IT security measures you are utilizing that are not listed here.)

Response: [Click or tap here to enter text.](#)

6. INTERNAL SECURITY

If the answer to any question in this section is "No", please provide additional details in the "Additional Comments" section.

- a) Do you use a cloud provider to store data or host applications? Yes No
If "Yes", provide the name of the cloud provider. Response: [Click or tap here to enter text.](#)
-
- b) Do you use MFA to secure all cloud provider services that you utilize (e.g. Microsoft Azure)? Yes No
-
- c) Do you encrypt all sensitive and confidential information? Yes No
If "No", are the following compensating controls in place:
1. Segregation of servers that store sensitive and confidential information? Yes No
2. Access control with role-based assignments? Yes No
-
- d) Do you allow remote access to your network? Yes No
If "Yes", do you use MFA to secure all remote access to your network? Yes No
-
- e) Do you use a next-generation antivirus (NGAV) product to protect all endpoints across your enterprise? Yes No
If "Yes", provide name of your NGAV provider. Response: [Click or tap here to enter text.](#)
-
- f) Do you use an endpoint detection and response (EDR) tool that includes monitoring and logging? Yes No
If "Yes", provide name of your EDR provider. Response: [Click or tap here to enter text.](#)
-
- g) Do you manage privileged accounts using privileged account management software (PAM) Yes No
If "Yes", provide name of your PAM provider. Response: [Click or tap here to enter text.](#)
-
- h) Do you roll out a hardened baseline configuration across servers, laptops, desktops? Yes No

- i) Do you record and track all software and hardware assets deployed across your organization? Yes No
-
- j) How frequently do you install critical and high severity patches across your enterprise? Yes No
-
- k) Do you use a protective DNS service (PDNS) to block access to known malicious websites? Yes No
-
- l) Do you implement PowerShell best practices as outlined by Microsoft? Yes No
-
- m) Do you utilize a Security Information and Event Management system (SIEM)? Yes No
-
- n) Do you utilize a Security Operations Center (SOC)? Yes No
 If "Yes", complete the following:
 Is your SOC monitored 24 hours a day, 7 days a week? Yes No
 If your SOC is outsourced, provide name of your SOC provider. Response: [Click or tap here to enter text.](#)
-
- o) Do you have an established Third Party Risk Management Program (TPRM)? Yes No
-

ADDITIONAL COMMENTS (Use this space to explain any "No" answers in the above section and/or to list other relevant IT security measures you are utilizing that are not listed here.)

Response: [Click or tap here to enter text.](#)

7. PHISHING CONTROLS

- a) Do all employees at your company complete mandatory cybersecurity training? Yes No
 If "Yes", does such training include phishing simulation? Yes No
-

8. BACKUP AND RECOVERY

If the answer to any question in this section is "No", please provide additional details in the "Additional Comments" section.

Do you use a data backup solution? Yes No

If "Yes":

- a) Which best describes your data backup solution?
 Backups are kept locally but separate from your network (offline/air-gapped backup solution).
 Backups are kept in a dedicated cloud backup service.
 You use a cloud-syncing service (e.g. Dropbox, OneDrive, SharePoint, Google Drive).
-
- b) Check all that apply:
 Your backups are encrypted
 You have immutable backups
 Your backups are secured with different access credentials from other administrator credentials
 You utilize MFA for both internal and external access to your backups
 You have tested the successful restoration and recovery of key server configurations and data from backups
 You are able to test the integrity of backups prior to restoration to ensure that they are free of malware
-
- c) Estimated amount of time it will take to restore essential functions using backups in the event of a widespread malware or ransomware attack within your network.
 0-24 hours 1-3 days 4-6 days 1 week or longer
-
- d) Has the vendor completed Disaster Recovery testing? Yes No
 If yes, please provide RTO/RPO objectives (Recovery Time Objective or Recovery Point Objectives).
 Response: [Click or tap here to enter text.](#)
-

ADDITIONAL COMMENTS (Use this space to explain any "No" answers in the above section and/or to list other relevant IT security measures you are utilizing that are not listed here.)

Response: [Click or tap here to enter text.](#)

9. INCIDENTS

- a) Has the vendor received any complaints or written demands or been a **subject in litigation** involving matters of privacy injury, breach of private information, network security, defamation, content infringement, identity theft, denial of service attacks, computer virus infections, theft of information, damage to third party networks or the ability of third parties to rely on the vendor's network? Yes No
-
- b) Has the vendor been the subject of any government action, investigation, or other proceedings regarding any alleged violation of privacy law or regulation? Yes No
-
- c) Has the vendor notified customers, clients or any third party of any security breach or privacy breach? Yes No
-

ADDITIONAL COMMENTS (Use this space to explain any "Yes" answers in the above section.)

Response: [Click or tap here to enter text.](#)

CERTIFICATION, CONSENT AND SIGNATURE

The vendor has read the foregoing and understands that completion of this questionnaire does not bind LACERA to procure vendor's products or services. I hereby declare that, after inquiry, the above statements and particulars are true, and I have not suppressed or misstated any material fact.

Print or Type Vendor's Name: [Click or tap here to enter text.](#)

Title of Signee: [Click or tap here to enter text.](#)

Signature of Signee: [Click or tap here to enter text.](#)

Date signed: [Click or tap here to enter text.](#)

EXHIBIT F

SELECTION CRITERIA

THE SELECTION CRITERIA BELOW AND THE WEIGHTING SCHEDULE OF THE EVALUATION FACTORS IS A GUIDE ONLY AND DOES NOT BIND OR LIMIT LACERA IN ANY WAY IN ITS SELECTION OF VENDOR(S).

AN EVALUATION COMMITTEE WILL REVIEW, EVALUATE, SCORE, AND RANK ALL RESPONSIVE PROPOSALS BY THE EVALUATION CRITERIA DESCRIBED BELOW. LACERA MAY INVITE THE HIGHEST RANKED RESPONDENTS FOR PRESENTATIONS AND INTERVIEWS AT WHICH TIME EACH WILL HAVE A LIMITED AMOUNT OF TIME TO FURTHER DESCRIBE THEIR EXPERIENCE AND QUALIFICATIONS, AND TO ANSWER QUESTIONS.

SCORES WILL BE USED MERELY AS AN AID IN SELECTION AND IS NOT BINDING OR DETERMINATIVE ON LACERA WITH RESPECT TO THE BASIS FOR SELECTION. LACERA WILL EVALUATE PROPOSALS BASED UPON THE PROVEN ABILITY OF THE RESPONDENT TO SATISFY THE REQUIREMENTS IN AN EFFICIENT, COST-EFFECTIVE MANNER, CONSIDERING QUALITY OF SERVICE. LACERA WILL EVALUATE RESPONSES AGAINST THE FOLLOWING CRITERIA AND FACTORS:

LACERA WILL CONSIDER THE CRITERIA, WITHOUT A SPECIFIC WEIGHTING, UNLESS NOTED BELOW. THE BALANCING OF THE FACTORS IS IN LACERA'S SOLE DISCRETION. LACERA RESERVES THE RIGHT TO CONSIDER FACTORS OTHER THAN THOSE LISTED IN MAKING ITS CHOICE.

DEI INFORMATION COLLECTED FROM PARTICIPANTS IS STRICTLY VOLUNTARY AND IS USED SOLELY TO DEMONSTRATE THE COMPANY'S COMMITMENT TO DEI. DEI INFORMATION COLLECTED IS NOT USED IN THE EVALUATION AND SELECTION PROCESS.

	CRITERIA	WEIGHT
1	Minimum Qualifications (Exhibit B)	20%
2	Proof of Concept and Interview (Exhibit C)	55%
3	Implementation and Support (Exhibit C)	10%
4	Fee Proposal (Attachment B)	15%

EXHIBIT G

DIVERSITY, EQUITY, AND INCLUSION QUESTIONNAIRE

LACERA Due Diligence Regarding Diversity, Equity, and Inclusion

LACERA values **diversity, equity, and inclusion (“DEI”)**, and believes that effectively accessing and managing diverse talent leads to improved outcomes. LACERA takes a broad view of diversity, inclusive of varied backgrounds including, but not limited to, age, experience, race, ethnicity, sexual orientation, gender, gender identity, disability status, national origin, and culture. LACERA expects consultants, vendors, and other third-party providers to respect and reflect LACERA’s value of DEI. LACERA’s ongoing monitoring of third-party service providers incorporates an assessment of vendors’ commitment to, adherence with, and track record of accessing and retaining diverse and inclusive workforces.

SECTION I

COMPANY BACKGROUND

1. Name of your Business
2. Name of person completing this survey
3. Your email address
4. Is your business public or private?
 - a) Public
 - b) Private
5. How many full-time employees are at your business?
 - a) 1
 - b) 2-4
 - c) 5-9
 - d) 10-19
 - e) 20-49
 - f) 50-99
 - g) 100-249
 - h) 250-499
 - i) 500-1,499
 - j) 1,500-4,999
 - k) 5,000 or more
6. Which of the following best describes the industry your business is in?

- a) Advertising & Marketing
- b) Architecture, Construction, Design, & Engineering
- c) Consulting & Professional Services
- d) Education
- e) Entertainment, Sports & Leisure
- f) Finance & Financial Services
- g) Government
- h) Healthcare & Pharmaceuticals
- i) Hospitality, Hotels & Tourism
- j) Insurance
- k) Manufacturing
- l) Market Research & Other Research
- m) Non-Profit & Charities
- n) Retail & Consumer Packaged Goods
- o) Technology & IT
- p) Transportation & Delivery
- q) Utilities, Energy, and Extraction
- r) Other (please specify)

7. Does your business identify as one of the following diverse supplier classifications?

- a) No
- b) Women Business Enterprise (WBE)
- c) Minority Business Enterprise (MBE)
- d) Small Business
- e) Disadvantage Business Enterprise (DBE)
- f) Veteran-owned Small Business (VOSB)
- g) Service-Disabled Veteran-owned Small Business (SDVOSB)
- h) LGBTQ-Owned
- i) HubZone Small Business
- j) 8(a) Small Business
- k) None of the above
- l) Other (please describe)

8. Please select any of the following certifications your organization has signed or certifications you have received. (Select all that apply.)

- a) National Minority Supplier Development Council (NMSDC)
- b) Women's Business Enterprise National Council (WBENC)
- c) National Gay & Lesbian Chamber of Commerce (NGLCC)
- d) United States Hispanic Chamber of Commerce (USHCC)

- e) Asian Pacific American Chamber of Commerce (APAAC)
- f) Native American Chamber of Commerce (NACC)
- g) Vets First Certification Program (for veteran-owned small businesses)
- h) U.S. Business Leadership Network (USBLN, for disabled-owned small businesses)
- i) None of the above
- j) Other (please describe)

9. If you answered yes to question 8, please provide LACERA with a copy of the certifications for each diverse supplier classification.

SECTION II

DEI IN THE WORKPLACE

Policy

1. Describe your business's approach to diversity, equity, and inclusion ("DEI") in the workplace and its relation to your strategic objectives.

2. Does your business have a written policy (or policies) addressing workplace DEI ("Policy")? A Policy defines the business's commitment, policies, and practices regarding equal employment opportunity, including the recruitment, development, retention, and promotion of a diverse and inclusive workforce and non-discrimination based on gender, race, ethnicity, sexual orientation, gender identity, age, veteran's status, and other legally protected categories. A Policy (or policies) may be a standalone document or part of a larger business document.

- a) Yes
- b) No

If yes, please provide a copy of your business's Policy.

3. Does your Policy address sexual harassment in the workplace?

- a) Yes
- b) No

If not, please explain.

4. If your business does not have a written DEI policy, do you commit to promptly adopting and providing a copy of a Policy, if your business is awarded a contract with LACERA?

- a) Yes
- b) No

Oversight

1. Who is responsible for overseeing the Policy's implementation? Please provide the name and title. What processes are employed to implement and enforce the business's Policy?
2. Who is responsible for overseeing compliance with the Policy? Please provide the name and title. What processes are employed to promote compliance with the Policy?
3. What oversight, if any, does your business's board and/or executive team exercise regarding the business's DEI policy and efforts?
4. What data, trends, or analysis does the business's board or executive committee receive regarding the business's effectiveness in adhering to DEI policies, objectives, and compliance?
5. Under what circumstances would an allegation of non-compliance with the Policy prompt notification and/or consideration by the business's board or executive committee?

Track Record

1. Has your business been subject to any judicial, regulatory, or other legal findings, formal action, or claims related to equal employment opportunity, workplace discrimination, or sexual harassment during the past twelve years?

- a) Yes
- b) No

Please describe.

2. Please identify the number of confidential settlements and/or non-disclosure agreements related to workplace discrimination and/or sexual harassment entered into by your business during the past twelve years. Please describe the nature of each settlement within the terms of the confidential settlement.

Objectives and Compliance Strategies

1. Does your business integrate DEI into executives' performance reviews and/or incentive pay objectives?

- a) Yes
- b) No

Please describe.

2. Does your business conduct pay disparity analyses to discern any disparities by gender, race, ethnicity, or other attributes of diversity?

- a) Yes
- b) No

Please describe or explain why not.

3. Does your business have a clawback or recoupment policy in place by which workplace misconduct, such as sexual harassment, may trigger the recoupment of incentive pay, awards, bonuses, or other compensation?

a) Yes

b) No

4. Does your business provide paid family leave provisions?

a) Yes

b) No

If yes, please describe.

5. Please explain any other incentives or risk mitigation strategies your business employs to promote compliance with your DEI policies.

6. How does your business promote an accessible workplace for employees with disabilities?

7. Please describe any DEI objectives or goals your business has.

8. Describe any affiliations or leadership positions related to DEI in the services industry with which your business is involved.

SECTION III

DEI DEMOGRAPHICS AND ATTRIBUTES

1. LACERA seeks to understand the track record of vendors in accessing and retaining talent inclusive of diverse backgrounds.

We invite all businesses to provide the demographics and diversity attributes of their leadership (such as boards or executive committees) and professionals, consistent with applicable laws, regulations, and privacy considerations in the markets in which they operate.

Please complete the attached DEI Demographic worksheet by entering the number of employees for each category (not the percentage of employees). Blank cells will be interpreted as having a value of zero.

Job Categories:

- Board of directors, and CEO, CFO & COO: This row includes all members of the business/organization's governing board (or executive committee), as well as CEO, CFO, COO, or equivalent positions.

- Managers: All professionals who have a role in decision-making that affects all areas of business operations.
- Supervisors: All professionals who have a role to work alongside employees to ensure that they perform tasks that align with the goals managers set.
- Support Staff: All professionals who have a role in supporting the business functions, such as marketing, client service, operations, accounting, IT, and legal.
- If an employee is both, a member of the board of directors or occupies the position of CEO, CFO, or COO, as well as serves as a member of the staff, the individual may be counted in both rows.

The categories have the same definitions as the diversity categories used by the United States Equal Employment Commission (EEOC) in its Employer Report EEO-1.

See www.eeoc.gov/employers/eeo1survey/index.cfm for further information.

2. Is your business willing to provide the business's workforce composition in a similar format on a periodic basis, if awarded a contract with LACERA?

- a) Yes
- b) No

Diversity and Inclusion Demographics

Business Name: _____

Job Categories	Hispanic or Latino			Non-Hispanic Or Latino												Other/Undisclosed Race			All								
	Total	M	F	Black or African American			Asian			Native Hawaiian or Other Pacific Islander			American Indian or Alaska Native			Two or More Races			Total	M	F	Total	M	F			
				Total	M	F	Total	M	F	Total	M	F	Total	M	F	Total	M	F									
1 Board of Directors, CEO, CFO, COO, etc.	0			0			0			0			0			0			0			0			0		
2 Managers	0			0			0			0			0			0			0			0			0		
3 Supervisors	0			0			0			0			0			0			0			0			0		
4 Support Staff	0			0			0			0			0			0			0			0			0		
Total Employees	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
General Instructions																											
The categories have the same definitions as the diversity categories used by the United States Equal Employment Commission (EEOC) in its Employer Report EEO-1. See www.eeoc.gov/employers/eeo1survey/index.cfm for further information.																											
Please complete all columns by entering the number of employees for each category (not the percentage of employees). Blank cells will be interpreted as having a value of zero.																											
Job Categories:																											
<ul style="list-style-type: none"> Board of directors, and CEO, CFO & COO: This row includes all members of the business's governing board (or executive committee), as well as CEO, CFO, COO, or equivalent positions. Managers: All professionals who have a role in decision-making that affect all areas of business operations. Supervisors: All professionals who have a role to work alongside employees to ensure that they perform tasks that align with the goals managers set. Support Staff: All professionals who have a role in supporting the business functions, such as marketing, client service, operations, accounting, IT, and legal. If an employee is both a member of the board of directors or occupies the position of CEO, CFO, or COO, as well as serves as a member of the staff, the individual may be counted in both rows. 																											

Business Ownership of Attributes Consistent with EEO-1 Categories

		# of Owners	% Ownership
Hispanic or Latino	F		
	M		
	Total	0	0.00%
Black or African American	F		
	M		
	Total	0	0.00%
Asian	F		
	M		
	Total	0	0.00%
Native Hawaiian or Other Pacific Islander	F		
	M		
	Total	0	0.00%
American Indian or Alaska Native	F		
	M		
	Total	0	0.00%
Two or More Races	F		
	M		
	Total	0	0.00%
White	F		
	M		
	Total	0	0.00%
Other Race/Ethnicity	F		
	M		
	Total	0	0.00%
Not disclosed	F		
	M		
	Total	0	0.00%
TOTAL	F	0	0.00%
	M	0	0.00%
	Total	0.00%	0.00%

LACERA invites disclosure of any diversity attributes among your business's ownership (where applicable) and the percentage of ownership of each individual. LACERA takes a broad view of diversity (inclusive of gender, race and ethnicity, sexual orientation, gender identity, disability, and other attributes). We invite you to describe how your business defines diversity in your ownership profile.



ATTACHMENT

SASE Solution Recommendation

Operation Oversight Committee Meeting
February 5, 2025



Recommendation

Recommend that the Operations Oversight Committee authorize the issuance of an RFP to evaluate vendors for providing Secure Access Service Edge (SASE) services for LACERA.

Overview

- This RFP aligns with LACERA's strategic plan for fiscal durability by exercising care in managing resources to ensure the long-term soundness of LACERA's Retirement Plan and Los Angeles County's OPEB Program.
- Five-year (5) contract, in accordance with LACERA's Policy for Purchasing Goods and Services.
- The selected vendor will provide SASE services. The selection process will follow the standard selection process that will offer LACERA the best service when it comes to SASE and provide confidentiality, integrity and availability.
- We expect this project to be implemented by May of 2025.

Scope of Services



Selected firm is to provide LACERA with the following scope of services:

Secure Web Gateway

- Filtering unauthorized traffic from accessing LACERA resources.
- CASB Access to trusted web applications and SaaS providers
- Features such as Malicious code detection, Malware elimination, URL filtering etc.

Zero Trust Network Access (ZTNA)

- Access is granted on a need-to-know, least-privileged basis across all users, devices, and applications.
- All users must be authenticated, authorized, and continuously validated before being granted access to LACERA resources.

Software-defined wide area network (SD-WAN)

- Utilize routing or switching software to create virtual connections between endpoints—both physical and logical.

Firewall as a Service (FWaaS)

- Securely connect a remote, mobile workforce to LACERA network, while still enforcing consistent security policies.
- Firewall as a service will replace existing LACERA firewall platforms.

Evaluation Team



Evaluation Team

Executive Office	Chait Errande Information Security Officer	Information Systems Office	Information Security Division, Engineers
Systems	Summy Voong IT Manager II	Systems	Infrastructure Team Engineers

Additional Team Members

Systems	Business Solutions Unit, Programmers / Developers	PMO	Iveta Brecko Project Lead
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Evaluation Criteria



The Evaluation Team scored proposals based on the following categories:

Minimum Qualification (20%)

- Vendor history and structure
- Vendor's experience relevant to the engagement
- Vendor market share and reputation

Proof-of-Concept Testing & Interviews (55%)

- Secure Web Gateway
- Zero Trust Network Access (ZTNA)
- Software-defined wide area network (SD-WAN)
- Cloud Access Security (CASB)
- Firewall as a Service (FWaaS)
- Demonstrate user protection against malware
- Data Masking, DLP functionality
- Demonstrate Microsoft MDM functionality
- SSL Encryption / Decryption
- Micro segmentation
- Active/Active Gateway connection
- Manages and prioritizes network traffic performance
- Application Performance Monitoring (APM)
- Integrated Platform, Unified dashboard for policies, management of all modules of SASE

Implementation & Support (10%)

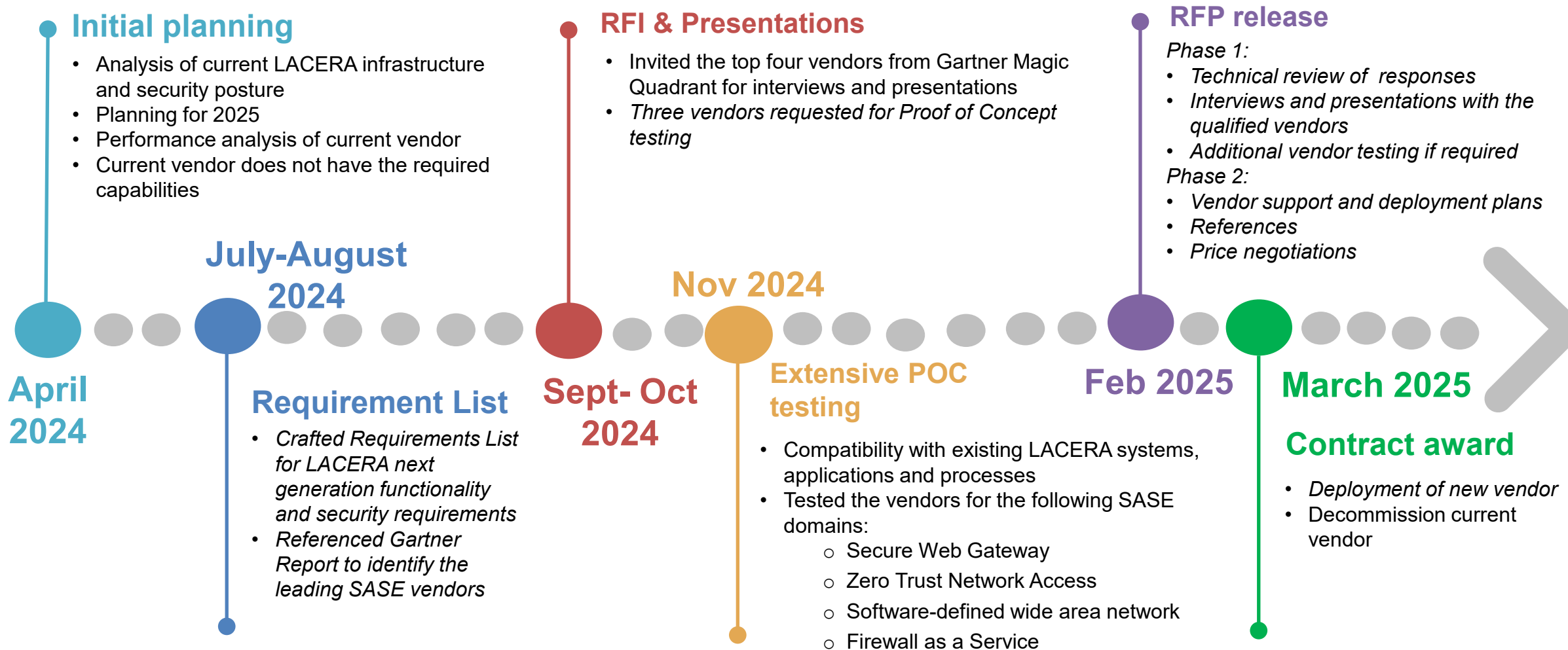
- Implementation Team's work experience client references
- Integration services
- Team's experience relevant to the engagement
- 24x7 365 help and support
- Client communications

Fee Proposal (15%)

- Fees and hours proposed to complete engagement
- Cost of Product



Evaluation Process and Timeline



Sample Evaluation



SOC Requirements Score Card											
	Criteria	Weights	Unweighted Score					Weighted Score			
			5	4	3	2	1	Score	Score	Score	
Organization Background (10%)	Vendor History and Structure	3	↗	4	↑	5	→	3	2.40	3.00	1.80
	Vendors experience relevant to engagement	5	↑	5	↑	5	→	3	5.00	5.00	3.00
	Vendor Marketshare and reputation	2	↗	4	↗	4	→	3	1.60	1.60	1.20
Evaluation of Approach to Performance of Required Services (60%)	Platform Built for eDiscovery	5	↑	5	↑	5	↗	4	5.00	5.00	4.00
	Provide Information Governance (Third party attestation)	5	↗	4	↑	5	↗	4	4.00	5.00	4.00
	Fast search and robust complex querying capability	5	↗	4	↗	4	↗	4	4.00	4.00	4.00
	Ability to manage legal holds	5	→	3	→	3	↘	2	3.00	3.00	2.00
	Allow for early case assessment	5	↗	4	↗	4	↗	4	4.00	4.00	4.00
	Maintain Confidentiality, Integrity and availability	5	↑	5	↑	5	↑	5	5.00	5.00	5.00
	Allow for self help by legal	5	↑	5	↑	5	→	3	5.00	5.00	3.00
	Compliant Storage to hold and house this data for various timeframes	5	↑	5	↑	5	↑	5	5.00	5.00	5.00
	Save on Expensive storage costs	5	↑	5	↑	5	↑	5	5.00	5.00	5.00
	Provide access and activity logs	5	↑	5	↑	5	↑	5	5.00	5.00	5.00
	Role based access	5	↑	5	↑	5	↗	4	5.00	5.00	4.00
	Allow individual to quickly search their email	5	↑	5	↑	5	↑	5	5.00	5.00	5.00
	Ability to house emails, sharepoint and text	5	↗	4	↑	5	↑	5	4.00	5.00	5.00
Team Credentials (20%)	Implementation Team's work experience client references	3	↑	5	↑	5	↑	5	3.00	3.00	3.00
	Integration services	2	↗	4	↗	4	↑	5	1.60	1.60	2.00
	Team's experience relevant to the engagement	3	↗	4	↗	4	↑	5	2.40	2.40	3.00
	24x7 365 help support	2	↓	1	↑	5	↓	1	0.40	2.00	0.40
	Training expertise	5	↗	4	↑	5	↗	4	4.00	5.00	4.00
Fee Proposal (10%)	Fees and hours proposed to complete engagement	5	↗	4	↗	4	↗	4	4.00	4.00	4.00
	Cost of Product	5	↗	4	↗	4	↑	5	4.00	4.00	5.00
		100						Score	87.40	92.60	82.40

Scoring Criteria

↑	5	Leading
↗	4	Strong
→	3	Satisfactory
↘	2	Building
↓	1	Not meeting expectations

Evaluations – Phase I & II



SASE
Services

Phase I & Phase II

Minimum Requirements and Proof of
Concept

SASE Vendors	Phase 1&2 Score	Determination
Vendor 1		
Vendor 2		
Vendor 3		

Phase III

Integration and Price Negotiations

Finalists	Phase 3 Score	Determination
Finalist 1		
Finalist 2		


Questions?





January 23, 2025

TO: Operations Oversight Committee
Board of Retirement

FROM: JJ Popowich 
Assistant Executive Officer, Member Operations Group

FOR: February 5, 2025, Operations Oversight Meeting

SUBJECT: Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances

RECOMMENDATION:

The Operations Oversight Committee recommend the Board of Retirement adopt the revised Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances and authorize staff to begin implementing the new policy with all existing agencies.

EXECUTIVE SUMMARY

Section 31452.5 of the County Employees Retirement Law of 1937 (CERL) authorizes the Board of Retirement to allow retirees to have deductions for certain specified health maintenance insurance programs, retirement organization dues, and other services under the auspices of a recognized retirement organization withheld from their monthly retirement benefits and paid to a third-party. The Board of Retirement adopted their Policy Governing Deductions for Dues and Similar Assessments from Retiree Warrants (Deduction Policy) in 1997 to allow these types of deductions. LACERA refers to these types of deductions as “agency” deductions. (See Attachment A.)

Recently LACERA reviewed the 1997 policy and our internal practices and determined that it was time to recommend an update to the policy. The current policy is austere and does not contain any significant requirements designed to ensure that LACERA administers the deductions in compliance with Section 31452.5. Additionally, the policy does not contain any requirements for a formal agreement between LACERA and the agency requesting deductions, which could make compliance requirements ambiguous and lead to differing interpretations between LACERA and the agency.

The revised “Policy Governing Deductions for Dues and Similar Assessment from Retired Member Benefit Allowances” (see Attachment B), is designed to ensure that LACERA can administer the agency deduction program in compliance with CERL. The policy outlines specific requirements that agencies must meet in order to be considered for the authorization to request and accept deductions. The proposed policy also requires a formal agreement that binds the agency to follow the terms and conditions of CERL and

LACERA's administrative rules and processes. Finally, the policy allows for some flexibility, at the Board's discretion, to improve LACERA's ability to work with the agencies to improve the member experience.

LEGAL AUTHORITY

CERL Section 31452.5 (please see Attachment C for full text of this section) provides conditions for when a retiree may have deductions withheld from their retirement allowances and sent to a third party providing specified services. Section 31452.5(a) states:

(a) The board may comply with and give effect to a revocable written authorization signed by a retired member or beneficiary of a retired member entitled to a retirement allowance or benefit under this chapter of the California Public Employees' Pension Reform Act of 2013, authorizing the treasurer or other entity authorized by the board to deduct a specified amount from the retirement allowance or benefit payable to any retired member or beneficiary of a retired member for any of the following purposes:

This section continues by designating 10 categories of deductions that can be authorized including most health-related insurance, vision and dental plans, life insurance, chartered credit union deposits, federally chartered veteran organizations, retiree organization dues, purchases of US Savings Bonds, federal and state taxes, and payments for benefit programs offered by a designated retiree organization. Only these 10 categories are eligible for deduction.

DISCUSSION

In 1997, the Board adopted the Policy Governing Deductions for Dues and Similar Assessments from Retiree Warrants (Deduction Policy). The Deduction Policy states the following:

The Board of Retirement may enter into an agreement with an organization authorizing LACERA to deduct dues and similar assessments from retiree warrants and to forward such amounts to the organization under the following conditions:

1. The organization qualifies as one of the organizations listed in Government Code §31452.5.
2. The organization is a recognized employee organization of the County of Los Angeles or has as one of its primary purposes the representation of members of public retirement systems.
3. A minimum of 100 retirees/beneficiaries execute revocable written authorizations to make the deduction.

4. The agreement provides for elimination of the deduction at any time the total member/beneficiaries authorizing the deduction falls below 100.

The best description for the existing policy is that it is austere and not in line with LACERA's current best practices for ensuring compliance with CERL. The current Deduction Policy appears to have been written to only cover benefits authorized by Section 31542.5(a)(10) because they are sponsored by a retiree organization. It does not reference any requirements for the other nine categories of benefits described in Section 31452.5(a)(1)-(9).

The proposed policy revision is more robust and written to ensure that LACERA can administer a deduction program that is more consistent and can better assure compliance with Section 31542.5. The proposed policy:

- Is written to be applied to all ten categories outlined in Section 31452.5.
- The policy outlines the criteria an agency must meet to request and receive authorization for deductions. These requirements are designed to provide the Board of Retirement with the necessary information to make a determination of whether an agency should be allowed to participate in the program. Including but not limited to information designed to ensure:
 - The potential agency is financially healthy and maintains appropriate insurance to mitigate risks to our members.
 - Discloses any conflicts of interest with any trustees.
 - Discloses any outstanding lawsuits that may pose a risk to the privacy or financial wellbeing of members.
 - Requests information on the agency's diversity, equity and inclusion (DEI) policy
- Requires the agency to sign a formal agreement with LACERA that binds them to act in accordance with this policy.
- Requires the agency to obtain a written authorization (a requirement of Section 31452.5) from the member for the deduction requests and submit the authorization to LACERA before any deductions can be taken and requires a new authorization to be filed if any changes to the types of deductions being requested.
- Sets forth requirements for secure electronic exchanges of data necessary for administration of the program.
- Requires agencies to accept direct deposit payments of as a method of transfer of funds (ending the practice of sending physical checks to agencies)
- Requires annual reports on the program to the Operations Oversight Committee, and
- Requires Internal Audit to conduct an audit of the program's compliance every five years.

The Deduction Authorization Agreement (DAA – see attachment D) is designed to ensure that every member understands they are authorizing a deduction from their monthly benefits. The DAA also allows LACERA to collect data regarding the types or categories

of deductions the member is authorizing which in turn allows LACERA to ensure those deductions are in compliance with Section 31452.5. This was added as a result of lessons learned with the recent RELAC-NACo/Pacific Group Agencies transition. During this transition we had no insight into the types of deductions that PGA was administering for RELAC which caused significant confusion during the transition. Finally, it also includes an option for members to authorize LACERA to share their contact information to facilitate both parties in administering the program and could help limit any interruption in the services they receive.

We also want to call attention to an optional clause within the policy that would allow the Board of Retirement to include a termination language in their approval of an agency acting as a third-party administrator for a retirement organization should the two parties end their agreements. This clause, if adopted by the Board would call for an automatic termination of all benefits after 60 days from the notification of the end of the third-party administrator's status with the sponsoring retirement organization. It would also call for recognized retirement organization to pay all costs associated with notifying members of the termination.

Implementation Plan

As shared earlier, the current policy did not require any agency to submit copies of a written authorization for deductions to be taken from members. Once an agency was approved, the program operated on an honor system. Upon approval of the proposed policy, we will begin notifying existing agencies of the new policy and work with them to bring them into compliance. This will include requesting the agency sign a formal agreement to abide by the terms of this policy and updating our payment and communication processes. We will then work with the agency to notify all members receiving deductions that an updated Deduction Authorization Agreement is required.

Staff understands this is a significant change for our business partners and our members. Our plan is to be flexible in working with these agencies to bring them in compliance while ensuring no disruptions to the services they receive. Agencies will be given six months to bring themselves into compliance with the new policy. If agencies are unable to come into compliance by that time, we will meet with the agency to discuss and assess their challenges and work together to come up with a compliance plan.

If an agency refuses to comply, or cannot comply, LACERA will meet with the agency to understand their concerns and attempt to resolve the issues. However, if an agency still does not comply, we will bring the agency back to the Board for reconsideration of their authorization to accept deductions from members benefits.

CONCLUSION

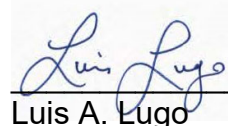
Staff recognized that the current policy for agency deductions was limited after it was reviewed as a result of the RELAC-NACo/PGA transition. The policy is based on lessons

learned from that review and subsequent efforts to support members who have supplemental benefits provided by third party administrators. The proposed policy went through a thorough internal review by the Ethics & Compliance policy workgroup which is a cross functional workgroup with subject matter experts from all areas within LACERA pertaining to the specific policy being reviewed. We believe the proposed policy significantly enhances our ability to remain in compliance with Section 31452.5 and to ensure the safety and wellbeing of our members.

RECOMMENDATION:

Therefore, it is recommended the Operations Oversight Committee recommend the Board of Retirement adopt the revised Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances and authorize staff to begin implementing the new policy with all existing agencies.

Reviewed and Approved



Luis A. Lugo
Deputy Chief Executive Officer

Enclosure(s)

C: Santos A. Kreimann, Chief Executive Officer
Steven P. Rice, Chief Counsel
Richard Bendall, Chief, Internal Auditor
Laura Guglielmo, Assistant Executive Officer, Business Services Group
Tatiana Bayer, Division Manager, Member Services
Louis Gittens, Division Manager, Benefits

**LACERA
Board of Retirement**

**POLICY GOVERNING DEDUCTIONS
FOR DUES AND SIMILAR ASSESSMENTS
FROM RETIREE WARRANTS**

The Board of Retirement may enter into an agreement with an organization authorizing LACERA to deduct dues and similar assessments from retiree warrants and to forward such amounts to the organization under the following conditions:

1. The organization qualifies as one of the organizations listed in Government Code §31452.5.
2. The organization is a recognized employee organization of the County of Los Angeles, or has as one of its primary purposes the representation of members of public retirement systems.
3. A minimum of 100 retirees/beneficiaries execute revocable written authorizations to make the deduction.
4. The agreement provides for elimination of the deduction at any time the total member/beneficiaries authorizing the deduction falls below 100.

(Adopted by the Board of Retirement April 2, 1997)



POLICY GOVERNING
DEDUCTIONS FOR DUES AND
SIMILAR ASSESSMENTS FROM
RETIRED MEMBER BENEFIT
ALLOWANCES

BOARD OF RETIREMENT
[PENDING ADOPTION DATE]

**POLICY GOVERNING DEDUCTIONS FOR DUES AND SIMILAR ASSESSMENTS FROM
RETIREE BENEFIT PAYMENTS**

Authorizing Manager: JJ Popowich, Assistant Executive Officer

Original Issue Date: April 2, 1997

Effective Date: Pending

Mandatory Review: Pending (Every Three Years)

Approval Level: Board of Retirement

I. Purpose

Section 31452.5 of the County Employees Retirement Law of 1937 (CERL) authorizes the Board of Retirement to allow deductions from a retired member or survivor benefit payment to be paid to a third-party in the specific circumstances listed in the statute. In 1997, the Board of Retirement adopted a “Policy Governing Deductions for Dues and Similar Assessments from Retiree Warrants”. This policy has not been reviewed or updated since 1997.

LACERA’s staff developed an Agency Deduction Program overseen by the Benefits Division to administer the relationship and processing of deduction requests for agencies approved by the Board of Retirement.

This new policy replaces the Board of Retirement’s 1997 policy and establishes a framework for the authorization, review, and maintenance of deductions from retired member or survivor benefits in compliance with the provisions of Section 31452.5.

II. Scope

This policy provides a framework, conditions, and direction on how to evaluate, approve, and onboard a third-party who has requested to request and receive deductions from a member’s monthly benefit allowance for the purposes outlined under Section 31452.5 and this policy. This policy applies to:

- A. Board of Retirement:
Upon approval, this policy provides the Board of Retirement with a framework for consideration of any request by a third-party to be authorized to request and accept deductions withheld from a member’s monthly benefit allowance.
- B. Any organization (as listed in the statute) wishing to seek or having been granted an authorization to request and accept deductions from a retired member benefit allowance.
- C. Members who wish to have permitted deductions withheld from their monthly benefits allowances.

D. Staff

All staff involved in reviewing and recommending third-party requests by Board of Retirement approval and the subsequent maintenance of the Agency Deduction Program.

III. Legal Authority

CERL Section 31452.5 provides conditions for when a retiree may have deductions withheld from their retirement allowances and sent to a third party providing specified services. Section 31452.5(a) states:

“(a) The board may comply with and give effect to a revocable written authorization signed by a retired member or beneficiary of a retired member entitled to a retirement allowance or benefit under this chapter of the California Public Employees’ Pension Reform Act of 2013, authorizing the treasurer or other entity authorized by the board to deduct a specified amount from the retirement allowance or benefit payable to any retired member or beneficiary of a retired member for any of the following purposes:”

This section continues by designating ten categories of deductions that can be authorized including most health-related insurance, vision and dental plans, life insurance, chartered credit union deposits, federally chartered veteran organizations, retiree organization dues, purchases of US Savings Bonds, federal and state taxes, and payments for benefit programs offered by a recognized retiree organization. Only these ten categories are eligible for deduction.

CERL Section 31471.5 defines a “recognized retiree organization” as follows:

“[A]n organization in which a majority of the members of the organization are retired members of the system and which the board, upon request, has approved recognition.”

IV. Definitions

For the purpose of this Policy, the terms below have the following definitions:

Agency: Any third-party who has been authorized by the Board of Retirement under this Policy to request and receive deductions from a retired member’s monthly benefit allowance.

Agency Acknowledgement Agreement: A signed acknowledgement from the agency that they understand the terms and conditions of the Agency Deduction Program.

Agency Deduction Compliance Report: A report each agency is required to submit to LACERA on a quarterly basis listing each member and the Type of Deduction(s) the member is currently paying at that time.

Category: Section 31452.5 lists ten distinct types of deductions that may be withheld from a member’s retired benefit allowance. LACERA has created three categories to help track and communicate these deduction types.

Category 1 Deductions

- Group life insurance or group disability insurance issued by an admitted insurer
- Prepaid group medical or hospital service plan
- Vision care program or dental plan, approved by the Board of Retirement, for the benefit of the retired member or their dependents
- National service life insurance or United States government converted insurance

Category 2 Deductions

- Payment for the purchase of shares in or the payment of money to any regularly chartered credit union
- Payment to a charitable organization or a federally chartered veterans' organization that is approved by the board
- Payments to a recognized retiree organization
- Payment for the purchase of United States savings bonds
- Payment of personal income taxes to the government of the United States or the State of California

Category 3 Deductions

- Payment for any retiree benefit programs available through the recognized retiree organization. The board may require that this payment be made to a single party designated by the recognized retiree organization, either itself or a third-party administrator.

Some examples of these types of services include:

- o Pet insurance
- o Legal aid/support services
- o Travel insurance
- o Any non-healthcare or non-long-term care insurance benefit

Deduction: An amount withheld on a pre- or after-tax basis from a retired member's monthly benefit allowance.

Deduction Authorization Agreement (DAA): An agreement, in a form satisfactory to LACERA's CEO, signed by the member authorizing LACERA to make deductions from their benefit allowance and pay said deductions to the authorized agency.

Member: A retired member or their survivor.

Minimum Participation Threshold (MPT): A minimum number of members who have agreed to authorize deductions from their benefit allowance for any one Agency. The MPT can be waived by action of the Board of Retirement on a per agency basis.

Operational Audit: An audit performed by the Benefits Division staff entrusted with the administration of the Agency Deduction Program. This is not to be confused with audits performed by the Internal Audit Division. An example of this type of audit would be verifying that the Agency Deduction Compliance Report provided by the Agency matches our records of the categories of deductions to ensure compliance with 31452.5.

Recognized Retiree Organization: An organization comprised of or representing Los Angeles County retirees that has been officially recognized by the Board of Retirement in compliance with CERL Section 31471.5.

Reconciliation Report: A report issued by LACERA to the appropriate agency that outlines the specific deductions made for each member requested.

Sponsor: Refers to a recognized retiree organization that sponsors a Supplemental Benefits Program.

Supplemental Benefits Program: A benefit program offered through a recognized retiree organization that provides insurance or services to LACERA members.

Type of Deduction: Section 31452.5 lists ten different deductions that can be allowed from a member's benefit allowance.

Policy

Pursuant to the terms outlined in CERL Section 31452.5 and this policy, the Board of Retirement, at its discretion, may approve a third-party to be considered an Agency authorized to request and receive deductions from a member's retirement benefit allowance. Furthermore, by adoption of this policy the Board authorizes staff to create an Agency Deduction Program to administer this policy.

A. Minimum Requirements for Board Consideration of Agency Status

- i. The organization meets one of the following:
 - a. Has been recognized by the Board of Retirement as a Recognized Retiree Organization pursuant to CERL Section 31592.6, or
 - b. One of the organization's primary purposes is to represent members of public retirement systems, or
 - c. The organization provides one or more of the ten categories of services or benefits to Los Angeles County retirees that are authorized for deduction under Section 31452.5.
- ii. The organization has a minimum of 100 LACERA members who have executed a Deduction Authorization Agreement

B. Request for Consideration of Agency Status

Any third-party requesting to be approved by the Board of Retirement subsequent to this policy and the requirements outlined in CERL Section 31452.5, must submit a formal written request to the LACERA Chief Executive Officer (CEO) or their designee to be considered for Board approval. The third party must include the following elements in their submission:

- Name of third-party
- Name and contact information for the third-party's primary contact.
- Overview of the third-party's organization including history, leadership, and financial health.
- Description of the services the third-party intends to provide to LACERA members. This should include a breakdown based on the Category and Deduction Type.
- Description of the third party's relationship with a Recognized Retiree Organization, if any.
- Overview of third-party's DEI policies.
- Confirmation that the third-party meets the Minimum Participation Threshold (MPT).
- Confirmation that the third-party does not have any conflicts of interest with LACERA trustees, staff, vendors, and members, or alternatively a full disclosure of such conflicts.
- A certificate of insurance, which will be updated annually, showing the third-party has general liability insurance with aggregate and per claim limits of \$3,000,000 and \$3,000,000 and professional liability insurance with aggregate and per claim limits of \$1,000,000 and \$2,000,000.
- Disclosure of any claims and lawsuits within the last ten years.
- Such additional information as the CEO may deem necessary.

Following submission of the Request for Consideration, LACERA staff will review the organization's request and make a recommendation for consideration by the Board of Retirement.

C. Establishing Agency Status as a Third-Party Administrator for a Recognized Retiree Organization

In the event, the organization requesting Agency status is doing so as a third-party administrator for a benefits program offered by a Recognized Retiree Organization, the following would apply:

Categories of deductions will be limited to permitted of a non-sponsored benefit as described in Section 31452.5.

In the event, an organization requests Agency status as a third-party administrator for a benefits program operated by a Recognized Retiree Organization, the Board may add a clause that the Agency status is only valid while the organization serves as a third-party administrator.

- All Deduction Authorization Agreements submitted during the third-party's approved Agency status period would be terminated effective 60 days after the notification of the termination of the third-party administrator status.
- The Recognized Retirement Organization will be required to collaborate with LACERA to notify all members with Deduction Authorization Agreements for deductions to the Agency in question that the deductions will cease on a specified date. All expenses for this notification will be paid for by the Recognized Retirement Organization.
- The Recognized Retirement Organization terminating the agreement with the Agency, will be required to pay all labor and mailing costs incurred by LACERA for the notification and closing of the deduction agreement.
- The Agency may submit a new Request for Consideration of Agency status. If approved, the Agency would need to comply with all the terms of this policy and the Agency Deduction Program.

D. Agency Acknowledgement Agreement

If approved by the Board of Retirement for participation in the Agency Deduction Program the Agency must sign an Agency Acknowledgment Agreement that outlines the terms and operational requirements to be an agency. The Board's approval is not "activated" until the Agency signs this agreement.

E. Deduction Authorization Agreement

Deductions from a retired member's benefit allowance must be specifically authorized by the member before LACERA will take the deduction. The Agency will be required to submit a written Deduction Authorization Agreement (DAA) in a form provided by LACERA for, and signed by, every member for whom they request a deduction be made.

- i. Unless otherwise indicated in the agreement any changes in the types of services elected by the member will require an updated DAA be submitted.
- ii. The agreement may include an authorization to share member contact data with the Agency for the duration of the agreement to facilitate the delivery of services to members.

F. Information Sharing:

- i. **Limited Information May be Shared with the Agency**

- a. Members may elect to authorize contact information to be shared with the Agency as part of the Deduction Authorization Agreement.
- b. Prior to LACERA sharing any member contact information the Agency must complete a Security Assessment process as outlined by LACERA's Information Security Office (ISO). The ISO will provide the Agency Deduction Program management team with a letter confirming the Agency has met the Security Assessment requirements.

ii. Electronic Processing:

- a. To facilitate efficient and accurate processing and exchange of data, all submissions and information sharing must be done via approved secure electronic processing means.
- b. LACERA will provide an electronic transmittal format for mass rate changes.
- c. All changes must be submitted no later than the 13th of each month to be processed in time for a month-end deduction of the same month.

G. Payment Requirements:

Any Agency participating in the Agency Deduction Program must agree to receive a lump sum-payment of all monthly deductions via Direct Deposit. LACERA does not support quarterly, or annual payments.

H. Reporting Requirements:

i. LACERA Reporting Requirements:

- a. Staff is directed to provide the Agency with appropriate Reconciliation Reports monthly to ensure the agency has the necessary information to properly credit member accounts.
- b. Staff is directed to make an annual report to the Operations Oversight Committee regarding the status of the Agency Deduction Program.

ii. Agency Reporting Requirements:

- a. The Agency is required to provide a quarterly Agency Deduction Compliance Report. This report must indicate the Deduction Type by member. This report will be used by LACERA staff to conduct Operational Audits to ensure compliance with Section 31452.5.

I. Audit Requirements:

The Board of Retirement directs the Internal Audit Division to conduct compliance audits of the Agency Deduction Program every five years or as required to ensure compliance with this policy.

V. References

These references are intended to help explain this policy and are not an all-inclusive list of policies, procedures, laws, and requirements. The following information complements and supplements this document:

Related Policies: List specific policies by policy title, or “Not Applicable” after the colon.

- [Mail Services Policy](#)

Related Procedures:

- Agency Deduction Authorization Program Procedures (Internal Document)

Related Forms/Templates:

- Agency Acknowledgement Agreement (*Pending Review*)
- [Deduction Authorization Agreement](#)
- Agency Transmittal (*Pending Review*)

Other Related Information: N/A

VI. Version History

Update/Review Summary: Previous policy version(s) superseded by this policy:

- Policy Governing Deductions for Dues and Similar Assessments from Retiree Warrants: April 2, 1997

Original Issue Date: April 2, 1997

VII. Policy Review/Approval

This Policy shall be reviewed by the Board of Retirement every three years or more frequently as needed.

State of California

GOVERNMENT CODE

Section 31452.5

31452.5. (a) The board may comply with and give effect to a revocable written authorization signed by a retired member or beneficiary of a retired member entitled to a retirement allowance or benefit under this chapter or the California Public Employees' Pension Reform Act of 2013, authorizing the treasurer or other entity authorized by the board to deduct a specified amount from the retirement allowance or benefit payable to any retired member or beneficiary of a retired member for any of the following purposes:

(1) Paying premiums on any policy or certificate of group life insurance or group disability insurance issued by an admitted insurer.

(2) Paying premiums for a prepaid group medical or hospital service plan.

(3) Paying premiums for a vision care program or dental plan, approved by the board, for the benefit of the retired member or his or her dependents.

(4) Paying premiums on national service life insurance or United States government converted insurance.

(5) Payment for the purchase of shares in or the payment of money to any regularly chartered credit union.

(6) Payment to a charitable organization or a federally chartered veterans' organization that is approved by the board.

(7) Payments to a recognized retiree organization.

(8) Payment for the purchase of United States savings bonds.

(9) The payment of personal income taxes to the government of the United States or the State of California.

(10) Payment for any retiree benefit programs available through the recognized retiree organization. The board may require that this payment be to a single party designated by the recognized retiree organization, either to itself or to a third-party administrator.

(b) Each month the order shall be drawn in favor of the insurer, institution, credit union, organization, or government named in the written authorization for an amount equal to the deductions authorized in subdivision (a) and made during the month.

(c) The board may charge a reasonable fee for the making of the deductions and payments.

(Amended by Stats. 2013, Ch. 247, Sec. 2. (AB 1380) Effective January 1, 2014.)

DEDUCTION AUTHORIZATION AGREEMENT

AGENCY CODE		AGENCY NAME FOR PAYMENTS		
RETIREE NAME (LAST, FIRST)				SOCIAL SECURITY NO.
NEW	CANCEL	CHANGE	OLD AMOUNT	NEW AMOUNT

I hereby authorize the Los Angeles County Employees Retirement Association (LACERA) to start, change, or cancel a monthly deduction from my retirement warrant in the amount shown above, and to pay or cancel payment of that amount to the proper agent designated above or a payee designated by the agent. This authorization cancels and replaces any prior authorization and will remain in effect until I submit a change in writing or as otherwise provided in this agreement.

If all or any portion of this authorized deduction includes insurance premiums and/or organization dues, I authorize LACERA to adjust the amount of this deduction from time to time without prior notice as may be required to comply with dues or premium changes made in accordance with the terms of the program offered by the agent named above, existing contracts, organization constitutions, charters, bylaws, or other applicable legal requirements. However, I understand that if any change is the result of adding or deleting services offered by the agent named above, LACERA will require a new Deduction Authorization Agreement and will discontinue deductions unless and until the new signed agreement is received.

I understand and agree that LACERA, or any other disbursing officer, acting under this authorization shall not be held liable in any manner for failure or delay in making the deductions or payments here authorized, nor be held responsible for any loss sustained by me due to their failure or delay in making such deductions or payments. I further understand that LACERA has no liability for and does not warrant or guarantee the services provided by any payee.

Please place your initials next to the deduction type(s) you are authorizing to start, change, or cancel.

Please initial for all types that apply for this authorization.

Category 1 Deductions:

- (1) Paying premiums on any policy or certificate of group life insurance or group disability insurance issued by an admitted insurer.
- (2) Paying premiums for a prepaid group medical or hospital service plan.
- (3) Paying premiums for a vision care program or dental plan, approved by the board, for the benefit of the retired member or his or her dependents.
- (4) Paying premiums on national service life insurance or United States government converted insurance.

Category 2 Deductions:

- (5) Payment for the purchase of shares in or the payment of money to any regularly chartered credit union.
- (6) Payment to a charitable organization or a federally chartered veterans' organization that is approved by the board.
- (7) Payments to a recognized retiree organization.
- (8) Payment for the purchase of United States savings bonds.
- (9) The payment of personal income taxes to the government of the United States or the State of California.

Category 3 Deductions:

____ (10) Payment for any retiree benefit programs available through a recognized retiree organization; e.g., pet insurance, travel insurance, legal aid services, and auto repair insurance.
If you checked this box, please indicate which retirement organization is sponsoring these benefits (i.e. CRCEA, RELAC, SEIU 721, etc.) _____

Authorization to Share Address Information

____ By checking this box and initialing, I authorize LACERA to provide my name, address, telephone number, and email with the above-named agency and any agency listed in Item (10) above for the duration of this authorization.

I understand and acknowledge that under California Government Code CERL Section 31452.5(a), the Board of Retirement is authorized to allow deductions to be made from my retirement warrant for the purpose of paying a third party for the services listed under Category 1 or Category 2. I further understand and acknowledge that CERL specifies that for the services listed under Category 3, deductions can be withheld and paid to a third party for other supplemental benefits **only if those benefits are offered by a recognized retiree organization.** Expenses not eligible for deduction from my retirement warrant must be paid separately by me or by other means and failure to make separate arrangements may jeopardize my ability to receive those benefits.

I understand any deductions authorized under Category 3 will be terminated if the agreement between the sponsoring retirement organization and the third-party administrator is terminated.

This authorization is subject to the laws of the State of California without regard to its conflict with laws and provisions, and I consent to subject matter and personal jurisdiction in the courts in Los Angeles County, California, as the exclusive venue for resolution of all disputes hereunder.

SIGNATURE	DATE / /
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FOR INFORMATION ONLY



**Operations Briefing Report
Fiscal Year 2024-2025**



February 5, 2025



The Operations Briefing Report includes a Project Status Dashboard presenting a quick at-a-glance view of each project’s status. The Dashboard is broken up into three color coded sections: New projects or projects with updates are reflected in purple and active projects with no new updates are reflected in blue. Projects completed this fiscal year are reflected in green.

- **New Projects and Updated Project Information**
- **Existing Projects/Initiatives: No New Updates**
- **Completed Projects/Initiatives**

Status Indicator Note		
Color coded statuses for a quick at-a-glance indicator to tell you how the project is proceeding.		
On Schedule	Delayed	Pushed Back
(The project is on schedule and the team intends to meet the stated target date)	(The project is slightly delayed. The team does expect a one to two month slip in meeting the target date. Management is more actively watching the progress of these projects)	(The project has been impacted by a significant obstacle or has been suspended due to emergent priorities. Management is actively discussing remedial steps or has a plan waiting to be implemented)

The Project Status Dashboard includes links to the project’s Active Project Details summary or the Completed Projects Detail summary. This section continues to provide an overall narrative of the project’s purpose and an overview of the project to date. The Project Details summary includes a section highlighting the latest updates to the project in the “Current Update” section followed by a “Historical Perspective” section to show past progress, successes, and challenges the project has gone through since it started.



PROJECT STATUS DASHBOARD

New Projects and Updates to Existing Projects

Project Title	Strategic Plan Initiative	Target Date	Status
<u>Actuarial Valuation Report: Retirement Benefits (2024)</u>	Compliance & Enterprise Risk Management	02/28/2025	Delayed
<u>Actuarial Valuation Report: Retiree Healthcare Benefits (RHC) (2024)</u>	Compliance & Enterprise Risk Management	05/31/2025	On Schedule
<u>Case Management Project (Sol: Phase I)</u>	Superior Member Experience	11/30/2024	Delayed
<u>Enterprise Budget Application (Questica) Implementation Phase II: Budget Book</u>	Compliance & Enterprise Risk Management	TBD	Delayed
<u>Enterprise Contract Lifecycle Management (ECLM) Solution</u>	Compliance & Enterprise Risk Management	03/31/2025	Delayed
<u>HR-NeoGov Expansion & Learning Management System</u>	Investing in People	03/31/2025	Delayed
<u>Member Experience Communication Platform (MECP)</u>	Superior Member Experience	08/31/2025	On Schedule
<u>Medicare Part B Verification Enhancement</u>	Innovation Through Technology	6/30/2023	Delayed
<u>PEPRA FAC: Scheduled Earnings</u>	Compliance & Enterprise Risk Management	06/30/2025	On Schedule



Existing Projects - No Updates

Project Title	Strategic Plan Initiative	Target Date	Status
<u>COLA Bank Retroactive Changes</u>	Compliance & Enterprise Risk Management	12/31/2024	Delayed
<u>Communications Plan</u>	Superior Member Experience	06/30/2024	Pushed Back
<u>eDiscovery Solution</u>	Compliance & Enterprise Risk Management	TBD	Delayed
<u>LACERA Event Response Team (LERT) Management Solution</u>	Compliance & Enterprise Risk Management	TBD	Delayed
<u>Pre-2003 Pension Reserve Clean-up</u>	Superior Member Experience	12/31/2024	Delayed
<u>PEPRA Implementation: Annual Benefit Statement</u>	Superior Member Experience	12/31/2025	Delayed
<u>Prepaid Bank Card Project</u>	Superior Member Experience	06/30/2025	Delayed
<u>Retroactive Payroll Adjustments: Prospective Correction</u>	Compliance & Enterprise Risk Management	TBD	Pushed Back
<u>Virtual Mailroom</u>	Innovation Through Technology	02/28/2025	On Schedule



FY 24-25 Completed Projects

Project Title	Strategic Plan Initiative	Target Date	Status
<u>960-hour Rehired Retiree audit process</u>	Superior Member Experience	6/30/2023	Completed
<u>Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program</u>	Compliance & Enterprise Risk Management	09/04/2024	Completed
<u>Alameda Decision Implementation</u>	Compliance & Enterprise Risk Management	N/A	Completed
<u>Annual Financial Statement Preparation and Audit (2024)</u>	Compliance & Enterprise Risk Management	01/31/2025	Completed
<u>Data Digitization Sharing Project</u>	Innovation Through Technology	12/30/2024	Completed
<u>Microsoft Copilot Search Implementation</u>	Innovation Through Technology	07/31/2024	Completed
<u>PEPRA Implementation: FAC Issue</u>	Compliance & Enterprise Risk Management	12/31/2024	Project Terminated
<u>Retirement Estimate Redesign</u>	Superior Member Experience	12/30/2024	Completed
<u>Retiree Healthcare Administration: Lifetime Maximum Benefit Project</u>	Superior Member Experience	12/31/2024	Completed



ACTIVE PROJECT DETAILS

Status Indicator Note

Color coded statuses for a quick at-a-glance indicator to tell you how the project is proceeding.

On Schedule	Delayed	Pushed Back
(The project is on schedule and the team intends to meet the stated target date)	(The project is slightly delayed. The team does expect a one to two month slip in meeting the target date. Management is more actively watching the progress of these projects)	(The project has been impacted by a significant obstacle or has been suspended due to emergent priorities. Management is actively discussing remedial steps or has a plan waiting to be implemented)



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial & Accounting Services Division	August 2024	February 2025
Project Lead(s): Ted Granger				
Delayed				
Current Update				
Actuarial Valuation Reports: Retirement Benefits (2024) The Government Code requires that valuations of the Retirement Benefits Fund (Pension Plan) be performed at least once every three years. The Board of Investments' 2013 Retirement Benefit Funding Policy requires valuations be completed annually. These reports are prepared to determine employer and employee contribution rates and to measure the funded status of the Retirement Plan. In addition, the valuation report provides information used to prepare the Governmental Accounting Standards Board (GASB) Statement Numbers 67 & 68 reports. Plan Administrators (LACERA) and Plan Sponsors (County) use the GASB reports to obtain information required for their financial statement disclosures.	January 2025 – Board materials updated. This item is scheduled for the February 2025 BOI agenda.			
	Historical Perspectives			
	December 2024 – This item was moved to the February 2025 BOI agenda. Milliman completed the 2024 Valuation report and is working with LACERA to finalize the Board materials. November 2024 – Milliman prepared a draft valuation report and presentations slide for review in November. September 2024 – The County sent their annual request and Milliman provided a preliminary funding estimate letter, which includes estimates of the funded ratio as of June 30, 2024 and employer contribution rates for the fiscal year beginning July 1, 2025. August 2024 – Milliman (LACERA's consulting actuary) provided and LACERA staff completed the annual information request. LACERA's Systems Division prepared and transmitted the year-end member census data to Milliman. LACERA prepared a project timeline and Milliman reviewed and approved the timeline.			



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	September 2024	May 2025
Project Lead(s): Ted Granger				
On Schedule				
Current Update				
Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program (2024) The Retiree Healthcare (RHC) Program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental/vision insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB Statement Numbers 74 & 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually, and experience and assumption studies are prepared triennially for Los Angeles County and LACERA's Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is based on the actuarial valuation and used for employer financial statement disclosure reporting.	January 2025 – Milliman continued working on the annual valuation report with an earlier deadline than prior years. One lead consultant (Janet Jennings) at Milliman will retire mid-year and be replaced with another consultant (Ryan Cook) who is already assigned to the LACERA account.			
	Historical Perspectives			
December 2024 – LACERA and Milliman are working towards completing the annual valuation report under the new shortened timeline. We are also requesting that the Los Angeles County stakeholders consider a condensed timeline for the GASB 74 & 75 reports.				
November 2024 – LACERA and Milliman met with the Los Angeles County stakeholders and decided to shorten the annual reporting timeline by several months. Some data captured in the prior reporting model which delayed the reporting process, such as late-enrollee and the next year's healthcare premium renewal rates, will be included in the following year's report. The revised timeline will ensure the County receives reports earlier and help LACERA staff better manage competing projects.				
August 2024 – LACERA transmitted the census data file to Milliman (LACERA's consulting actuary) when they began planning for the annual OPEB valuation project.				



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management		
	Type	Project Sponsor	Start Date	Target Date	
	Strategic	Executive	August 24, 2022	December 2, 2024	
	Project Lead(s): JJ Popowich, Luis A. Lugo, & Iveta Brecko (PM)				
Delayed					
Current Update					
<p>Case Management Project (Sol: Phase I) Implement a case management system that will improve efficiency in processing member requests, provide accurate status and data collection for metrics, and improve the member experience.</p> <p>Processes included in Phase I are: Disability Retirement Services (DRS) Disability Litigation Office (DLO) Benefits – First Payment</p>	<p><i>The Sol First Payment process is now operational in production. Currently, 33 specialists are using Sol in the Benefits Division, which includes the Core Benefits Unit, the Advanced Payment Unit, the Death and Legal Unit, and Quality Assurance. There is a total of 105 LACERA Sol users.</i></p> <p><i>In February, we plan to complete the following tasks:</i></p> <ul style="list-style-type: none"> • <i>Extend Sol to the Member Services Division.</i> • <i>Complete another Sol deployment with additional user-requested improvements.</i> • <i>Finalize the scope for Sol Phase II.</i> 				
	Historical Perspectives				
	<p>In May of 2022, the BOR approved LACERA’s recommended vendor, Eccentex, to partner with LACERA to develop our Case Management System. Eccentex was selected after an extensive review of thirteen vendor proposals received from our RFP.</p> <p>The team identified five phases over a series of years that would benefit from the Case Management System.</p> <p>Phase I consisted of three sub-phases: Disability Retirement Services (DRS), Disability Litigation Office (DLO, and the Benefits First Payment Process. The LACERA and Eccentex teams completed the development of the case management processes for DRS going live effective: September 22, 2023. The team continues to fine tune the systems performance and making updates as needed.</p>				



	<p>Development of the last sub-phase – the Benefits First Payment process – began simultaneously with the other projects as staff worked to develop detailed process flow maps of the process and define and refine business rules and minimum expectations for the case management system. With the completion of the DRS/DLO sub-phases the teams focused their efforts on the First Payment Process.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	MOG	Benefits	04/01/2021	12/31/2024
Project Lead(s): Louis Gittens / Shonita Peterson				
Delayed				
Current Update				
<p>COLA Bank Retroactive Changes In April of 2021, the Board of Retirement approved corrections to the COLA Accumulation Bank, which involved making retroactive corrections, recalculating benefit allowance amounts, and paying members retroactive benefits due to a discrepancy discovered in the COLA Accumulation.</p>	<i>No update at this time.</i>			
	Historical Perspectives			
	<p>The project was broken down into five phases based on the complexity of the calculations needed to pay retroactive benefits to members. We will resume working on this project in July 2024.</p> <p>Phase I-IV: As of the date of this report, LACERA has paid out just over \$3.8 million in retroactive COLA earnings. Of the 9,672 members and survivors impacted, 8,511 accounts have been systematically resolved, which represents all members and survivors currently in a payment status.</p> <p>The fourth phase of the project, which requires manually calculating the retroactive benefits, includes 1,494 cases in a payment status. The manual phase of the project began in December 2021. Staff have manually calculated COLAs for 455 members and payments were issued for this population.</p> <p>Phase V: The final phase involves deceased members with no survivors currently receiving benefits. This phase requires research to identify the appropriate beneficiary(ies) or estates</p>			



to pay the retroactive benefits that were due to the deceased member. This phase is currently delayed due to staffing limitations and the focus on the Alameda Decision Implementation.

Systems and Benefits have been reviewing the root cause for the manual processing and developing plans for redesigning some portions of our pension administration system to help alleviate the need for processing for future projects.

COLA Bank: Retroactive Payment Project		
Status (As of 3/31/23)	Number	Percentage
Completed	8,511	88%
In-Process	1,161	12%
Grand Total	9,672	100%



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	02/28/2022	06/30/2025
Project Lead(s): JJ Popowich & Cynthia Martinez				
Pushed Back				
Current Update				
Communications Plan The development of a strategic Communications Plan providing an overview of the guiding principles used to communicate with LACERA's various stakeholder groups. The plan will also provide an overview of the channels, resources, methods, planned campaigns, and current commitments of the Communications team. The plan will outline how our communications Division has been designed to be flexible and responsive to our needs as we fulfill our communication goals.	<i>On October 2, 2024, the Communications team completed the update of the Communications Plan and incorporated the Strategic Plan priorities. The plan has been submitted to the Executive Office for review. Feedback has been received from the Executive Office and is now being incorporated.</i>			
	Historical Perspectives			
	The LACERA executive team met on August 30, 2022, to review and discuss the Communication Plan(s) drafted by both EKA (the Board of Retirement's public relations consultant) and the LACERA Communications division. Both plans outlined a more tactical approach to engaging our members and various stakeholders, as opposed to a strategic roadmap. The team discussed opportunities and ideas for improving the Communication plan document. We are going to coordinate these efforts with our Strategic Planning process, since the work overlaps with our current Strategic Planning efforts.			
The Communications team is continuing the process of updating the draft Communications Plan to incorporate the Strategic Plan priorities based on the input from the assigned LEADS of each objective and other feedback provided by the Executive Team.				



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management		
	Type	Project Sponsor	Start Date	Target Date	
	Strategic	Information Security	12/01/2023	TBD	
	Project Lead(s): Steven Rice, Chaitanya Errande, & Alonso Favela (PM)				
Delayed					
Current Update					
eDiscovery Solution Implement an eDiscovery solution that provides an intuitive and seamless way for the Legal Office and Information Security Teams to conduct eDiscovery, eDiscovery is the process of identifying, collecting, and producing electronically stored information (ESI) in response to a request for production in a lawsuit or investigation. An eDiscovery solution can help automate the collection of electronic data, such as email, MS Teams messages, SharePoint storages, Bloomberg, and SMS, and automate repetitive tasks, reducing the need for manual intervention.	<i>The eDiscovery Solution Project is currently transitioning from the Planning Phase to the Execution Phase. The eDiscovery Solution Team is in the Contract Development process, wherein terms and conditions are discussed with the vendor. The Legal Division is reviewing and proposing revisions to the contract.</i>				
	Historical Perspectives				
	In December of 2023, the IT Coordination Council (ITCC) approved the request by the Legal Office and Information Security teams to search and select a vendor that can provide LAC-ERA an eDiscovery Solution.				
The LACERA eDiscovery Team evaluated and selected a vendor by inviting Veritas, Smarsh and GlobalRelay to provide quotes, demo the products, and answer questions relating to eDiscovery needs. Additionally, the eDiscovery project bypassed the Request for Proposal (RFP) process because all invited vendors offered costs below the qualifying threshold set in the RFP guidelines. After performing the necessary due diligence and incorporating selection factors such as system functionalities, pricing, support availability, system integrations, User Experience (UX), and end-user training, the eDiscovery Project team selected GlobalRelay as the vendor that would partner and collaborate with LACERA to implement the eDiscovery solution. The following milestones have been completed:					
Contract Finalization and Procurement –The Administrative Services team finalized the contract agreement and procurement process.					
Since the cost of the project was expected to exceed the CEO’s approval threshold. the Project Executive Sponsor met with Executive Management to discuss the timeline and process for obtaining Board of Retirement approval.					



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	12/01/2023	TBD
	Project Lead(s): Laura Guglielmo and Cookie Jaranilla (PM)			
	Delayed			
Current Update				
Enterprise Budget Application (Questica) Implementation Phase II: Budget Book LACERA nearly finished implementing its first automated enterprise budget application which will be used for budget development and budget control and will integrate with LACERA's financial system, Great Plains. This phase of the project will address the Budget Book that is submitted to the Boards during the approval process.	<i>Staff has completed initial CaseWare training and now await the final reports to be delivered from FH Black. We will assess and review the quality of these reports once received. The Budget Book template review is ongoing with several process review turnarounds anticipated.</i>			
	Historical Perspectives			
	<p>The implementation of the Questica budgeting solution has been divided into two phases. Phase I concerns the implementation of the budgeting application itself. Phase II consists of the review and implementation of the Budget Book function to assist with assembling the budget book that is submitted for approval to the Boards.</p> <p>Development of the budget book is a unique and detailed process that requires significant focus to migrate to a new platform. The native budget book application provided by Questica will be evaluated by the team after we have completed implementation of the budget application. The team plans to produce the FY 25 Budget Book outside of this application while this is under review. Once we have completed the roll out of the Questica application we will assign a target date for completion of this phase. The Project Team has been actively collaborating with Questica's Implementation Team to discuss project planning and schedule a kickoff for this initiative.</p> <p>On July 15th, the Budget Modernization Project Team held a kick-off meeting with FH Black, our partner from Questica, the vendor for our new budgeting software. As a historical note, FH Black, the vendor responsible for the Budget Book implementation, was introduced by Questica in October 2023. FH Black was also included in Questica's RFP response as part of their Implementation Team in July 2022. During the kick-off, the team discussed the project's scope, requirements, implementation plan, post-implementation support, and training. We emphasized the importance of clear communication and setting expectations among all involved</p>			



	<p>parties, including our own resources, subject matter experts, key stakeholders, and the vendor's implementation team.</p> <p>The Questica Budget Book Project is now in the Execution Phase. The necessary application, Caseware, has been installed for the Budget's Subject Matter Experts (SMEs). The project team is currently scheduling training and testing sessions for the Budget SMEs with FH Black's Implementation Team.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	03/01/2022	03/31/2025
Project Lead(s): Ricki Contreras, Elsy Gutierrez & Penelope Rodriguez (PM)				
Delayed				
Current Update				
<p>Enterprise Contract Lifecycle Management (ECLM) Solution</p> <p>Pursuant to a recommendation by Administrative Services staff, the Operations Oversight Committee (OOC) on March 2, 2022, authorized a Request for Proposal (RFP) for software and consulting services to procure, configure, customize, and implement an ECLM system, which was published on LACERA.com on March 4, 2022.</p>	<p><i>The ECLM Project is currently in the Execution Phase. The ECLM project team initiated a soft launch of the solution in early September for the Administrative Services, Systems, Legal, and Financial Accounting Services Divisions. Vendor Management features are undergoing testing and modification during this period.</i></p> <p><i>The ECLM project team is collaborating with the vendor to complete the configuration of ECLM and the user manual. The project team will continue testing the workflow for users and approvers. Training sessions began at the end of November and continued throughout the month of December. The Request for Proposal features, and Legal Redlining testing and training will continue throughout the month of February. The Go-Live date for the solution is March 31, 2025.</i></p>			



Historical Perspectives

On April 4, 2022, LACERA received proposals from nine vendors. LACERA's evaluation team reviewed all RFPs and selected five vendors as finalists. These finalists demonstrated their solutions to the team. A final vendor has been identified and a recommendation to the Board of Retirement was scheduled for consideration at the September 2022 Board Meeting. The Board of Retirement approved the recommended vendor, Cobblestone, at the September 2022 Board meeting for the Enterprise Contract Lifecycle Management system.

The ECLM Solution's Iteration 4 is underway to meet the newly structured Vendor Management the basic framework for the contract administration is still intact from the initial implementation. The new process has forced a pivot to restructure user groups and security roles to align with the Vendor Management group and personnel. ECLM Vendor Management system is functional and available for testing as the workflows are updated. Systems, Admin Services, Legal, Investment Division, and FASD Subject Matter Experts (SME's) have completed rendering the final requirements imposing the process change and the final items of restructuring are in-flight. We are currently Projecting project to launch on time.

- Contract Repositories
- Vendor Portal
- Contract Approval Chain
- Consolidated Bid Responses and Evaluation – RFP Management
- AI Capabilities – Drafting, Reviewing & Executing of Contracts
- Reporting - Contract Requests, Solicitations, Contracts, and Vendors
- Systems Integration with Great Plains

To enhance the effectiveness of end-user training across all business divisions, we have restructured the approach. Instead of conducting large 2-hour training sessions, we will now break down the training into 1-hour modules for each of the 5 individual modules. This modification aims to facilitate easier retention for end users. Additionally, each training session will involve a Subject Matter Expert (SME) from each division. These sessions will be supported by customized training materials tailored to our internal processes, which will be distributed before the sessions commence.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Investing in People		
	Type	Project Sponsor	Start Date	Target Date	
	Strategic	Laura Guglielmo (Exec - BSG)	03/19/2024	03/31/2025	
Project Lead(s): Alonso Favela (PM), Carly Ntoya, & Roberta Van Nortrick					
Delayed					
Current Update					
HR-NeoGov Expansion & Learning Management System: Expand LACERA's use of NeoGov to include Talent Acquisition, the Performance Module for represented staff, and the Learning Module, in line with Strategic Initiative #3.3 - Investing in People.	<p><i>The project is in the Execution Phase. The HR-NeoGov Implementation team has been collaborating with the project team regarding the implementation of the Performance (PERFORM) and Learning (LEARN) Modules.</i></p> <p><i>The configuration of the LEARN module has been completed and tested successfully. The configuration of the PERFORM module for represented employees and supervisors has been completed. User Acceptance Testing of the PERFORM module is currently in progress.</i></p> <p><i>Position and employee data that is shared by the LEARN and PERFORM modules has been imported. Historical import of courses to the LEARN module will begin when the position and employee data has been tested successfully. After validation of the one-time imports completed by NeoGov. LACERA personnel will be trained to perform future imports independently.</i></p>				
	Historical Perspectives				
	<p>On March 19, 2024, the IT Coordination Council (ITCC) approved the Human Resources team's proposal to expand LACERA's use of the NeoGov system. The approved enhancements include expanding the Talent Acquisition, Performance Modules for represented staff, and the Learning Module. This initiative directly supports LACERA's Strategic Initiative #3.3, which focuses on investing in the development and growth of our workforce. Funding for the additional NeoGov modules was included in LACERA's Administrative Budget for FY 2024/25.</p>				



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Exec	Executive	01/01/2023	TBD
	Project Lead(s): JJ Popowich, Chait Errande, and David Choe (PM)			
Delayed				
Current Update				
LACERA Event Response Team (LERT) Management Solution LACERA seeks a solution that automates the tracking and workflow of LACERA incidents.	<i>No new updates.</i>			
	Historical Perspectives			
	In December 2022, the Information Technology Coordination Council approved a LIRT incident management solution project to automate the tracking of LACERA incidents. The LIRT project team decided to leverage a product that is already implemented at LACERA: ServiceNow Information Technology Service Management (ITSM). LACERA selected Winward as our business partner to leverage and customize the incident workflow of ServiceNow's ITSM to support LACERA's process regarding incident tracking, management, and reporting. Because LACERA owns this product and is only configuring one module to support our specific process, we were able to absorb the project's cost in the FY 2023-24 budget. Although the project was initially scheduled for completion in June 2024, we have extended the timeline to incorporate additional compliance requirements related to new Workplace Violence regulations.			
The LIRT Management Solution has been rebranded to the LACERA Event Response Team (LERT) Management Solution. The project is in the Monitoring and Control Phase. On December 19, 2024, ServiceNow modules for LERT and Workplace Violence reporting, as part of the new HR Employee Center website, were presented during the Brown Bag All Staff meeting. These modules are published and are accessible to all staff on LACERA Connect. The HR Employee Center website allows staff to confidentially self-report Workplace Violence incidents to Human Resources or Data Privacy and I/T Security events related to member data directly to LACERA's Event Response Team. This is a significant milestone as both modules support the recently adopted Workplace Violence Prevention Plan Policy and existing LACERA Event Response Team Policy.				



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	JJ Popowich (Exec - MOG)	10/18/2022	08/31/2025
	Project Lead(s): Cookie Jaranilla, Tatiana Bayer, & Cassandra Smith			
On Schedule				
Current Update				
Member Experience Communication Platform (MECP): LACERA is looking to improve the Member Experience through innovative use of modern technology to provide better support for our omnichannel service approach. This project is to select a cloud-based communication service that provides omni-channel contact center with native MS Teams' certificated integration along with other features designed to improve and make our services more efficient.	<i>The MECP Project is in the Planning Phase.</i>			
	<i>The Team has tentatively finalized the Statement of Work. The Team will be reviewing this latest round of changes and anticipates a finalized SOW by end-of-January. The team expects to submit the final contract approval package to vendor management for review by the end of January.</i>			
	Historical Perspectives			
	LACERA seeks a Member Experience Communications Platform software as a service (SaaS) with a proven, state-of-the-art, commercial-off-the-shelf solution with minimal modifications. LACERA's goal is to gain efficiency and update existing processes through a best-of-breed enterprise communications system, focusing on improving the timeliness, accuracy, consistency of information, and internal operations.			
	At the August 7, 2024, meeting, the Board of Retirement authorized staff to engage with TTEC/Genesys to provide software and consulting services to configure, customize, and implement the Member Experience Communications Platform (MECP) – Genesys application for the Member Services and Retiree Health Care Divisions at a first-year cost of \$590,260 (implementation cost of \$157,675 and licensing fee of \$432,585). The total anticipated five-year cost is \$2,320,600. Sufficient appropriation is included as part of the FY 2024-25 Systems Division Enterprise Software Account. Contract development is now underway			
	The MECP Project Team successfully completed the review and discussion sessions with the primary stakeholders, subject matter experts, and the vendor. The review and			



	<p>finalization of the Statement of Work are ongoing. Integration with Eccentex, the Case Management vendor, is considered part of the deliverables.</p> <p>We anticipate the Master Agreement and Statement of Work packet will be signed off by the appropriate stakeholders after completing these review sessions</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	01/01/2013	12/31/2024
Project Lead(s): Cynthia Martinez				
Delayed				
Current Update				
<p>PEPRA Implementation: Annual Benefit Statement LACERA does not currently offer an Annual Benefit Statement (ABS) for PEPRA members.</p>	<i>No updates at this time.</i>			
	Historical Perspectives			
	<p>LACERA was unable to generate a PEPRA member ABS until we could accurately, automatically, calculate a member's FAC. This project is moving forward now that the FAC issue is nearly resolved. In the meantime, Progress continues on the PEPRA Implementation: FAC Issue project and that project's target date has been updated to October 30, 2023, to allow time to import historical files necessary to calculate a member's benefit estimates.</p> <p>A kickoff meeting was held on August 22, 2023, to discuss project expectations, review the Project Charter, confirm the ABS Team participants, briefly review the Active redesigned comp, and discuss next steps. It was confirmed the team will meet weekly to begin the review process of the Active redesigned comp. The team decided to change how we generate the ABS. To provide us with more flexibility in distribution of the new ABS, the team decided to move to a digital version which will decouple LACERA's reliance on specialized programming with our print vendors, reduce print and mailing costs, expedite receipt of the ABS by members, and was expected to shorten the development time for the new ABS. Communications has incorporated all feedback from the team and the ABS is currently in production for update of data fields and rebranding based on the team input.</p>			



The project continued to be negatively impacted by delays in finalizing the PEPRRA Final Average Compensation (FAC) amount. While work with the Auditor-Controller and our Systems teams continued a decision in May of 2024 was made to provide an estimated benefit amount based on an estimated FAC with caveats regarding accuracy and then focus on providing an accurate representation of the member's current and future percentage of FAC to provide insight into how their benefit is growing over time. A new target date was set for July 30, 2024, with the status of the project changing from from "Pushed Back" to "Delayed."

Since May, Communications drafted two ABS "comps" based on the team review and input (draft examples of what the new ABS will look like) and worked with Systems and our design vendor to refine the concepts. Feedback was sought from the team and then the Executive Office. A "final" review as conducted by all involved parties. After the final review, a few additional changes were required, and the ABS format was finalized.

In November 2024, we reported the project is pending development of programming required to generate the data and print the new ABS format. However, the project has been significantly delayed due to resource challenges as System resources are dedicated to the Case Management project.

Once resources are available Systems will provide their timeline for development, beta testing, and logistics. Systems will also provide Communications with a sample test file for the print vendor. After print vendor testing of the sample files and there are no issues, Communications will determine a final timeline and estimated completion date. The final stage is expected to be a campaign to inform our members two to three months prior to distribution of the new digital and print ABS and a launch date will be announced.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience		
	Type	Project Sponsor	Start Date	Target Date	
	Strategic	Executive (MOG)	07/01/2022	02/28/2025	
Project Lead(s): Louis Gittens / Shonita Peterson					
Delayed					
Current Update					
<p>Pre-2003 Pension Reserve Clean-up Prior to January 1, 2003, non-vested contributory individuals were required to withdraw their contributions upon termination as they were not entitled to future benefits. The law was changed as of that date and non-vested members are now permitted to leave funds on deposit and later retire. LACERA has attempted to contact the non-vested individuals who terminated prior to 2003 and still have funds on deposit so they can withdraw their funds.</p> <p>The purpose of this project is to ensure that LACERA sends written notice through Certified mail to the most valid address we can find. Individuals in this group who still have funds on deposit after this initiative will have their funds placed into the Pension Reserve.</p>	<p><i>Now that the 12/31/2024 deadline has passed, LACERA is reviewing and refining the list of impacted members and will update their LACERA account as 'Unclaimed.'</i></p>				
	Historical Perspectives				
	<p>LACERA previously sent notification to the remaining 673 affected individuals. We determined which letters were returned to LACERA and sent notifications to secondary addresses through Certified mail. In November, we began sending letters to next of kin for deceased members.</p> <p>The Process Management Group (PMG) is reviewing all accounts to ensure notification has been sent to all affected individuals. PMG will then work with FASD and Systems to have funds placed in the Pension Reserve, the final stage of this project.</p> <p>PMG is working with the Benefit Protection Unit within Benefits to locate individuals who have relocated. This additional effort will ensure LACERA has done all it can to notify this population.</p> <p>Final Notices have been sent to all impacted former members. The recipients have until 12/31/24 to respond. Based on the recipients' responses we will make final adjustments to the accounts and disburse any funds necessary or transfer all the remaining accounts accordingly. In order to accommodate processing time, we have adjusted the project completion date to 01/31/2025.</p> <p>Project extended to allow time for recipients to respond to the final notices.</p>				



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	06/15/2022	06/30/2025
	Project Lead(s): JJ Popowich & Shonita Peterson (PM)			
Delayed				
Current Update				
Prepaid Bank Card Project Introduction of a prepaid bank card option for monthly benefit payments	<i>No updates at this time.</i>			
	Historical Perspectives			
	<p>LACERA is working on implementing a Prepaid Debit Card Service to provide an alternative to paper checks for retired and survivor benefit payments, aiming to reduce costs and improve reliability due to significant degradation of USPS mailing reliability and difficulty with delivering to some foreign countries.</p> <ul style="list-style-type: none"> • Project Initiation and Vendor Selection: In June 2022, LACERA issued an RFP for a Prepaid Debit Card Service and received two proposals by September 30, 2022. Conduent was selected as the vendor, with the Board of Retirements' approval in April 2023. • Contract and Legislative Developments: Contract and Statement of Work discussions with Conduent proceeded as planned. However, after a tentative agreement the project was delayed as Conduent and LACERA worked to address data security concerns expressed by the Information Security Office. Following successful discussions contract amendments were prepared for review. <p>Concurrently, LACERA worked with the State Legislature to seek changes to relevant state laws to authorize this new method of delivering benefit payments. The State Legislature passed AB 2474, authorizing a test program for the debit cards, which was signed by the Governor in July 2024.</p> <p>Following the resolution of both issues contract amendments were finalized.</p>			



	<p>Additionally, discussions with Conduent continued on issues like debit card design and finalizing a Statement of Work.</p> <p>*Summary developed using AI and edited for content.</p> <p>The Vendor Management team is working with the project team and Conduent to finalize the amendments to the contract and the accompanying statement of work. The team expects to have this stage finalized before the end of the year.</p> <p>Based on current progress made after the state passed AB2474, the project’s status has been moved from “Pushed Back” to “Delayed”. We have also adjusted the Target Date to June 30, 2025. This will account for time to finalize the contract, statement of work, set up and communication plans to our members. As directed by the Board of Retirement, this will be presented to the members and their survivors as an optional delivery method.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Cassandra Smith	9/1/2022	3/31/2025
	Project Lead(s): Leilani Ignacio & Kevin Hunter			
	Delayed			
Current Update				
<p>Medicare Part B Verification Enhancement Status Update</p> <p>This process improvement project is to have the OCR tool (Optical Character Recognition) scrape the data from the scanned/uploaded documents submitted as proof for Medicare Part B reimbursement. Another objective of this project is to use the</p>	<p><i>The team has finished reviewing the vendor's proposed methods of resolving the issue occurring with extracting data from multi-page Medicare Part B documents and are now working on development details for implementation of the selected solution. The team is waiting for Legal to approve the renewal of our vendor’s Statement of Work. Collaboration with the vendor is needed to proceed with implementing the solution. With the approval still pending, project closure is now estimated to be at the end of March 2025 to allow for enough time to develop, test, and deploy this enhancement to the OCR capability.</i></p>			



scraped data from documents to systematically create work objects for resolution by the business users.

Historical Perspectives

In June 2024, the software changes to support Medicare Part B Optical Character Recognition (OCR) were deployed to Workspace. The changes included new OCR web services, a new automated workflow for Medicare Part B documents, and a new user interface for Workspace.

As Medicare Part B documents are received by mail and scanned into our Enterprise Content Management (ECM) system or uploaded by members on My LACERA and automatically committed to our ECM, the following steps occur:

1. The documents are sent through the automated Optical Character Recognition (OCR) process
2. The documents are automatically routed to the correct queue based on the data picked up during the OCR process
3. When a document is selected from a queue for processing, the data automatically picked up during the OCR process is presented to the user. The user does not need to complete any data entry, they only need to make a few decisions to confirm that data and complete the processing of the document.

The Project Team looked for opportunities to expand the automation and increase the accuracy of the OCR process. For example, members tend to submit multiple copies of the same document – by mailing one in, uploading another on My LACERA, and dropping a third copy off in LACERA’s drop box. The OCR capabilities allow the workflow to detect these duplicate documents, and they are sent to a specific “duplicate Medicare Part B” queue for review. If RHC finds that the duplicate detection is accurate, and they always terminate the duplicate request with an appropriate comment, we can automate this step for them. This is one of many possibilities for increased automation using OCR for Medicare Part B data.

Historically, the documents submitted for the verification of Medicare Part B reimbursements were manually reviewed by users for key data points and entered the data manually using Workspace online transactions.

This project was created to automate the process to bypass the manual review and entry of data points into Workspace.



	<p>In September 2024, the team started to work with the vendor Forefront Technologies to improve the implementation of the OCR technology and get their help in resolving issues. The vendor had been asked to resolve an issue occurring when extracting data from multi-page Medicare Part B documents.</p> <p>In October 2024, the vendor provided the team with a few proposed methods for resolving the issue with extracting data from multi-page Medicare Part B documents. The team began to discuss and further explore the solutions in more detail with the vendor.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	01/15/2025	06/30/2025
Project Lead(s): Kevin Hawkins				
On Schedule				
Current Update				
<p>PEPRA FAC: Scheduled Earnings On January 15, 2025, the Board of Retirement adopted a recommendation to change the methodology for calculating a PEPRA member's Final Average Compensation due to a revised interpretation of PEPRA and CERL. Effective with this decision, LACERA will now use Scheduled Earnings to calculate the FAC, instead of Actual Earnings. The change is retroactive to all retirements under PEPRA since PEPRA's passage in 2013. This project covers all efforts to implement this change and pay any retroactive benefits.</p>	<p><i>The Process Management Group is heading up the development of the project plan for the implementation of the Board of Retirement's resolution. The team has begun meeting to develop a project plan. Tentatively, the project is expected to follow at least three phases: Phase I: Development of business rule, procedures, training, and programming to support the change, Phase II: Begin processing all new retirements after Phase I in accordance with the business rules and Board's resolution, and Phase III: Review and calculate any required changes for retired members retroactively. The team will present a project plan to the Board of Retirement by March 2025.</i></p>			
Historical Perspectives				



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec	06/01/2021	TBD
Project Lead(s): JJ Popowich				
Pushed Back				
Current Update				
Retroactive Payroll Adjustments: Prospective Correction The Auditor-Controller is responsible for collecting contributions on all compensation earnable and pensionable earnings compensation at the time of payment. For many years, the AC has not been collecting contributions on retroactive payroll adjustments. In 2021, the AC made changes to their programming to take deductions at the time of payment. However, there are still some situations where these contributions are not being collected.	<i>No updates at this time.</i>			
	Historical Perspectives			
	Following the AC's programming change, LACERA implemented a testing regimen to ensure that the contributions were being deducted as expected. In August, the AC notified LACERA that they were adjusting the time frame that they would be withholding contributions for retroactive adjustments to 60 months (from the current 99 months). All retroactive earnings paid for pay periods more than 60 months in arrears would no longer have contributions deducted from them. This change was made by the County due to excessive degradation in their payroll system's performance. In 2022, LACERA met with the AC's team to discuss collection of contributions for adjustments more than 60-months old. A few ideas were generated, and we continue to work with them to develop a procedure that both the County and LACERA can support.			



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Innovation Through Technology	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Laura Guglielmo (Exec - BSG)	11/12/2024	02/28/2025
Project Lead(s): Ahmad Chisty (PM), Ricki Contreras, & Esmeralda Delgado				
On Schedule				
Current Update				
Virtual Mailroom: Establish a virtual mail room to provide a business continuity plan in the event that the LACERA building in Pasadena is inaccessible.	<i>No updates at this time.</i>			
	Historical Perspectives			
	<p>On March 19, 2024, the IT Coordination Council (ITCC) approved Administrative Service's DPC team to seek a vendor for a Virtual Mailroom Pilot Program. This initiative establishes a business continuity plan in the event that the LACERA building, and mail room are inaccessible. The core objective is to outsource the digitization of member documents and incoming mail to a vendor that will act as a virtual mail room for LACERA. LACERA would then receive mail digitally, eliminating or supplementing the current process of digitizing incoming paper mail in LACERA Document Processing Center (DPC). Funding for this project was included in LACERA's Administrative Budget for FY 2024/25.</p> <p>In November 2024, we reported that this project is in the Planning Phase. The project team gathered the necessary knowledge and completed the Request for Information (RFI) from the vendors. The results of the RFI were presented to and conditionally approved by the IT Coordination Council, garnering Executive Sponsorship for cost and resource allocation. The team has started the next milestone by preparing the documentation and information needed to collaborate with the vendor management group to create and issue the Request for Proposal (RFP).</p>			



COMPLETED PROJECT DETAILS

This portion of the Operations Briefing will detail projects and initiatives that have been completed during the Fiscal Year 2024 - 2025.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Benefits	Exec	2/1/2023	3/31/2024
	Project Lead(s): Shonita Peterson & Alex Ochoa			
Completed				
Current Update				
<p>960-hour Rehired Retiree Audit Process Automate the reporting and auditing of rehired retirees. Import data from the 120-day report into Workspace and automate notification letters to members approaching IRS limits.</p>	<p><i>In February 2024, the software changes to support automated auditing and reporting of rehired retirees were deployed in MyLACERA and Workspace. The changes included a new tile on MyLACERA for rehired retirees detailing the total hours that they have worked for the current fiscal year as well as an audit routine in Workspace that detects rehired retiree work hours and automatically sends notifications to members and their departments as certain thresholds of work hours are reached.</i></p> <p><i>In March 2024, the first audit process was executed to identify rehired retirees and send notifications to both the members and their departments.</i></p> <p><i>From April through June 2024, the audit process was executed monthly to identify members that were exceeding certain thresholds and sending automated notifications to both the members and their departments. It is important to note that no members have exceeded the 960-hour limit since the automated audit process was implemented. We consider this a complete success.</i></p> <p><i>The Systems Division is currently transitioning the rehired retiree audit process from a monitoring and controlling phase to project closure by adding it to LACERA's enterprise systems calendar and turning operational support over to the production support team. We expect the transition to be completed and the project to be closed by August 31, 2024.</i></p>			



As of August 2024 with the new automated JLetters being sent to members and departments this project is complete. LACERA will rely on system automation to monitor Rehired Retiree hours worked.

Historical Perspectives

The California Public Employees' Pension Reform Act of 2013 (PEPRA) prescribes limitations on the activities of retired members of these retirement systems, which supersede the provisions of PERS with which they conflict. Under both PERS and PEPRA, a retired member is generally subject to a limit of 960 hours of employment within a calendar or fiscal year, depending on the administrator of the system, for specified employers without reinstating in the system.

To remain compliant with IRS regulations, LACERA must audit rehired retirees to ensure that these members do not exceed the 960-hour limit.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience		
	Type	Project Sponsor	Start Date	Target Date	
	BSG	Financial Accounting Services Division	August 2023	September 2024	
	Project Lead(s): Ted Granger				
Completed					
Current Update					
<p>Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program</p> <p>The Retiree Healthcare (RHC) Program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental/vision insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB Statement Numbers 74 & 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually, and experience and assumption studies are prepared triennially for Los Angeles County and LACERA’s Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is based on the actuarial valuation and used for employer financial statement disclosure reporting.</p>	<p>September 2024 – Milliman (LACERA’s consulting actuary) presented the 2023 OPEB Actuarial Valuation report and CavMac (LACERA’s reviewing actuary) presented the results of their review to the Board of Retirement (BOR) at their September meeting. There were some questions regarding the future funding of the OPEB Program that will be followed-up on. This presentation and BOR’s approval completed the 2023 OPEB reporting cycle.</p> <p>LACERA slightly delayed the experience study process so Milliman could review the Board of Investment’s recently updated strategic asset allocation (SAA) for the OPEB Trust when considering the investment return assumption. The target completion date for this project was moved from August to September 2024.</p>				
	Historical Perspectives				
	<p>August 2023 – LACERA transmitted the census data file to Milliman when they began planning for the triennial year OPEB actuarial project cycle which includes an investigation of experience study and an annual valuation. Milliman started their work shortly thereafter.</p> <p>In February 2024, Milliman presented a first draft Experience Study report to the Los Angeles County Stakeholder group. The BOR approved FY 2024-2025 retiree medical insurance premiums presented by the Retiree Healthcare (RHC) Division at the March meeting. Milliman updated their analysis to include the latest premium information to develop the medical cost trends and projections.</p> <p>April 2024 – The Board of Investments approved and updated their strategic asset allocation (SAA) for the OPEB Trust. It was determined that LACERA needed to delay the experience study process so Milliman could review the new SAA when considering the OPEB Trust</p>				



investment return assumption and share this recent information with the County Stakeholder Group.

In May 2024, the Board of Investments approved and updated the OPEB Trust performance benchmarks and in June, the Investment Policy Statement (IPS) based on their recent approval of the SAA. LACERA held a second meeting to discuss draft 2 of the OPEB Experience Study with the Los Angeles County Stakeholder group including the County, Superior Court, labor groups, and their consultants, to review the remaining economic assumptions impacted by the SAA. There were no additional questions/concerns from the Stakeholder group.

June 2024 – Milliman provided an educational session to the Board of Investments at their in June meeting. The draft experience study report, which includes the actuarial assumptions, was completed by Milliman and presented at the July Board of Retirement meeting for approval. Milliman will prepare the annual valuation report and present it at the Board of Retirement meeting for approval in September.

July 2024 – The Board of Retirement approved the 2023 OPEB Experience Study draft report which included updated actuarial assumptions and methods that will be used to prepare the 2023 OPEB Valuation report. Milliman provided the draft valuation report appendices to LACERA for review.

In August 2024, Milliman completed the draft 2023 OPEB Valuation Report while LACERA staff and Milliman hosted the third and final Los Angeles County Stakeholder meeting for this project cycle. Milliman and CavMac (LACERA's reviewing actuary) presented their results with no major issues from the Stakeholder group. Milliman and staff prepared final reports for the September BOR meeting.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management																															
	Type	Project Sponsor	Start Date	Target Date																														
	MOG	Benefits	08/01/2020	N/A																														
	Project Lead(s): Shonita Peterson																																	
Completed																																		
Current Update																																		
<p>Alameda Decision Implementation In 2020, the California Supreme Court issued its decision in the Alameda County Deputy Sheriff's Association v. Alameda County Employees Retirement Association ("Alameda"), challenging the constitutionality of changes passed in 2013 Assembly Bill 197, which amended the definition of compensation earnable, specifically, excluding pay items previously included such as unused vacation, termination pay, in-kind payments, and payments for services rendered outside of normal working hours. The Court upheld the constitutionality of the Legislature's actions. In 2021, the Legal Office notified the Board of Retirement that it had completed an initial review of LACERA legacy pay codes and determined that Standby Pay did not meet the expanded understanding of compensation earnable because of the Alameda Case.</p>	<p><i>This project has been completed. LACERA identified all impacted members and calculated the required changes to the member's benefit where applicable. All impacted members have been notified and any owed or outstanding benefits have been paid.</i></p> <p><i>There is a small group of deceased members who we have been unable to locate current contact information for the beneficiaries. We will continue to follow our normal processes for locating these beneficiaries and paying out any outstanding amounts. However, for the purposes of this project, since all changes and calculations have been completed we are closing the project.</i></p>																																	
	<table border="1"> <thead> <tr> <th>Alameda Project Status</th> <th colspan="2">Current Report: 11/30/2024</th> </tr> <tr> <th>Row Labels (Type, Status, Detail, Outstanding)</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Pending Notification (Staff Reviewing and Processing)</td> <td>0</td> <td>0.000%</td> </tr> <tr> <td>Active</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>Retired</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>Deferred/Inactive</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Retired Deceased</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>Active Death</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>Other – *Active/Exceptions</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>Withdrawn</td> <td>0</td> <td>0.0%</td> </tr> </tbody> </table>		Alameda Project Status	Current Report: 11/30/2024		Row Labels (Type, Status, Detail, Outstanding)	Count	%	Pending Notification (Staff Reviewing and Processing)	0	0.000%	Active	0	0.00%	Retired	0	0.00%	Deferred/Inactive	0	0.0%	Retired Deceased	0	0.00%	Active Death	0	0.00%	Other – *Active/Exceptions	0	0.00%	Withdrawn	0	0.0%		
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Other – *Active/Exceptions	0	0.00%																																
Withdrawn	0	0.0%																																



Completed	4,622	100.00%
Active	3,035	65.66%
Retired	879	19.02%
Deferred/Inactive	149	3.22%
Deceased	8	0.17%
Other - *Active/Exceptions	439	9.50%
Withdrawn	56	1.21%
Not affected	56	1.21%
Grand Total	4,622	100%

Historical Perspectives

This has been a multi-year project that evolved as we conducted discovery and made changes required by the Alameda Decision. The project involved updating salaries and recalculating contributions for members affected by the exclusion of Standby Pay from earnings. Staff broke the project into segments based on member status and situation, because each segmented group required unique handling. The summary below (produced with the assistance of Co-Pilot) reflects the historical progress to date:

- **Active Members:** Salaries of 4,176 members were updated, with 3,013 actively employed. Of these, 2,284 had overpaid contributions, leading to the suspension of future contributions until balances were depleted. Notifications were sent in February 2022 to avoid overwhelming the Member Services Call Center.
- **Deferred and Inactive Members:** Staff identified 149 deferred and inactive members, issuing 132 refund checks. The remaining 17 members were not owed a refund.
- **Retirees and Benefit Adjustments:** Retirees who retired on or after January 1, 2013, had their benefits adjusted prospectively from August 30, 2020. Notifications were sent in May 2022 to 710 members about benefit reductions effective July 31, 2022, with repayment options for overpaid benefits. Some members received refund checks, while others saw no changes due to specific conditions.



	<p>An important part of the historical record for this project is the acknowledgement of the Benefits commitment to self-evaluation and transparency. In August, Benefits reviewed the report and determined the actual number of affected members is 4,622. Initially, the project was handled by multiple units and there was a duplication of members. At this point, the project team has eliminated the duplicates and also completed 35 additional cases, leaving 17 cases remaining.</p> <p>In September, Benefits reviewed the full report to identify previously completed cases that now require additional processing. For example, a member who was in Active service at the time of completion may now be deceased and their case now requires coordination with the survivor. At this point, the number of open cases is 31. Now that this review is complete, we do not anticipate a future increase to this number.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial & Accounting Services Division	May 2024	January 2025
	Project Lead(s): Ted Granger			
	Completed			
	Current Update			
<p>Annual Financial Statement Preparation and Audit: Government code sections require that LACERA prepare annual financial statements including footnotes and disclosures in accordance with applicable accounting standards, obtain an external audit opinion of the financial statements, and transmit the reports to the Los</p>	<p>2024 – Annual Financial Statements/Audit</p> <p><i>January 2024 – The Annual Financial Review presentation was agendized for the January 2025 Operations Oversight Committee.</i></p> <p><i>This project has been completed for the FYE 2024 reporting cycle.</i></p>			



<p>Angeles County Board of Supervisors within six-months following the fiscal year-end.</p>	<p style="text-align: center;">Historical Perspectives</p> <p>December 2024 – FASD and Communications completed the 2024 ACFR and 2024 PAFR. The ACFR was posted to lacera.com and the PAFR was sent to all members with the December newsletters.</p> <p>Plante Moran, LACERA's external auditor, began interim audit testing in May and June 2024, focusing on member data, benefit calculations, internal controls, and fraud interviews. By July, LACERA staff had completed the financial statement closing process and started preparing the Annual Financial Statements (AFS). In August, staff responded to audit information requests, and the auditor began substantive testing. During September, Plante Moran continued testing while LACERA staff prepared draft financial statements and investment-related disclosures, holding regular status meetings to finalize adjustments and complete the audit process.</p> <p>In October 2024, LACERA staff prepared and issued two draft reports for review and one final Annual Financial Statement Report (AFS). Plante Moran completed their audit inquiries, testing, and issued their audit opinion. LACERA received an unmodified or “clean” audit opinion dated October 15, 2024. There were no audit findings or recommendations to report this year. Plante Moran will present their findings to the Audit Compliance Risk and Ethics (ACRE) Committee at the meeting in December. A copy of the audited AFS was sent to Los Angeles County by the deadline so the County can include some of LACERA’s financial statement data within their financial statements.</p> <p>November 2024 – FASD is currently working with Communications to prepare the 2024 Annual Comprehensive Financial Report (ACFR). The ACFR is an enhanced version of the Annual Financial Statements (AFS) but includes some additional information such as LACERA Trustees, transmittal letter from the CEO, and organizational chart. We expect to complete and distribute the ACFR in mid-December.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Innovation Through Technology	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Systems	11/01/2023	12/30/2024
	Project Lead(s): Tom De Luca			
Completed				
Current Update				
Data Digitization Sharing Project A project to share previously digitized microfiche and Optical Archive System (OAS) records with the LA County Auditor/Controller	<p><i>The team presented the SharePoint prototype to the Auditor/Controller (A/C) and instructed them on how to navigate the site. The A/C have been reviewing the site on their own, asking probing questions such as the file-naming convention, how certain metadata values were sourced, and the pros and cons of various repository choices. The Project Team at LACERA completed and released a preliminary cost estimate on September 17th. This estimate includes both labor and material costs, covering hardware and software. The costs are categorized into two sections: those exclusive to LACERA and those that can be shared with the Auditor/Controller. Subsequently, if A/C decides to have LACERA staff further develop the prototype into a functioning tool for their department, a new project proposal and business statement have to be created for IT Coordination Council submission and approval. Additionally, the estimate features a fixed cost component and a variable cost that depends on the page volume. The next step for this project will be to return to the IT Coordination Council with feedback from the A/C, the project cost estimates, and a project proposal.</i></p>			
	Historical Perspectives			
<p>The Information Technology Coordination Council (ITCC) approved a prototype project to share previously digitized microfiche with the LA County Auditor/Controller (A/C) in October 2023. LACERA previously digitized 50 million microfiche and Optional Archive System (OAS) records containing LA County payroll data and built an electronic viewer for the images. The A/C only has the physical microfiche and the OAS records for this payroll data. The LACERA Systems Division would like to share our digitized images with the A/C in a portable format that is independent from all technology at LACERA. The prototype project that was approved by the ITCC will involve converting a subset of microfiche images to searchable PDF files and building a SharePoint page for searching the images. If the prototype is successful, and the A/C finds the files useful, we will make a request to the ITCC to</p>				



	<p>convert 30 million of the 50 million images to searchable .pdf and securely transmit them to the A/C.</p> <p>We have converted the subset of files to searchable PDF files for the prototype and are configuring the SharePoint page that will be used to search these files.</p> <p>Systems completed the configuration and set-up of the SharePoint site that will be used by the Auditor-Controller. The team continued to conduct internal testing to ensure it works as expected during the month of May. The prototype for sharing the digitized microfiche with the LA County Auditor/Controller (A/C) has been completed.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Innovation Through Technology	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Systems	02/21/2024	09/30/2024
	Project Lead(s): Summy Voong, Jim Lyle			
	Completed			
	Current Update			
Microsoft Copilot Search Implementation The introduction of Microsoft Copilot Search, Microsoft's AI chat interface	<i>The project has been completed.</i>			
	Historical Perspectives			
	The ITCC and Artificial Intelligence (AI) Committee approved the initial phase of the Microsoft Copilot deployment at LACERA in February (2024). The initial phase will involve the launch and training of Microsoft's generative AI chat and search features that work with Microsoft Edge. The new tool will be presented to the organization through MAC, SAC, and Brown Bag meetings as well as a series of training sessions customized for each division. We anticipate the launch to be finished by the end of September 2024.			
	Project Steps: <ol style="list-style-type: none"> 1. Road Show to Division Managers – Completed 2. AI policy approval – Completed 3. Staff to sign an acknowledgement new AI policy - 99% Completed 			



	<ol style="list-style-type: none"> 4. The Executive Board Assistants will be scheduling two meeting for Trustees - TBD 5. Presentation/Demo to MAC/SAC teams – Completed 6. Demonstration during Brown Bag Meeting – Completed 7. Enable feature for all staff (that signed the AI Policy) and send out training documents – Completed <p>Staff created a draft policy and forwarded it to the Ethics and Compliance Committee (ECC) for review.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	01/01/2013	12/31/2024
Project Lead(s): JJ Popowich & Lynn Francisco				
PROJECT TERMINATED				
Current Update				
PEPRA Implementation: FAC Issue The Final Average Compensation for PEPRA members is exclusive of most pay items except base pay. The County uses pay code 099 as their base pay code. This pay code has embedded pay items within the code that are not pensionable compensation under PEPRA. To accurately calculate a member's benefit, these non-pensionable compensation items need to be filtered out.	On the January 15, 2025, Board meeting, BOR approved using scheduled earnings for PEPRA FAC. This decision resolves the outstanding issues related to actual earnings. As a result we have terminated this project.			
	Historical Perspectives			
	The LACERA team and the Auditor Controller's Office have been diligently working on a project with a target completion date of December 31, 2024, despite encountering several challenges.			
<ul style="list-style-type: none"> • Initial Progress and Deadlines: As of late April 2023, both teams have been meeting regularly and made significant progress towards the initial deadline of June 30, 2023, with a commitment to complete the project by July 2023. • Technical Developments: Significant advancements include the implementation of a program to update PEPRA earnings and the ingestion of historical files, which were completed by January 2024 by the Auditor-Controller's Office. Since January 				



	<p>LACERA's Systems and Quality Assurance teams have been coordinating to validate and adjust internal programming to utilize the data provided by the Auditor-Controller.</p> <ul style="list-style-type: none"> • Challenges and Adjustments: Several issues, such as handling retroactive payroll adjustments, and finalization of Business Rules have delayed the project, pushing the target date to December 31, 2024. • Robotic Processing Automation (RPA): The RPA tool has been developed to assist in the manual verification process, although it is not yet capable of fully automating the FAC calculation due to data insufficiencies. <p>*This summary is AI generated and edited for content.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	RHC	Exec	03/01/2021	12/31/2024
	Project Lead(s): Santos H. Kreimann & Luis A. Lugo			
Completed				
Current Update				
Retiree Healthcare Administration: Lifetime Maximum Benefit Project Going forward we will do an annual review with the County CEO as we move towards ultimately eliminating the lifetime maximum.	<i>October 2024 – The county CEO will raise the lifetime maximum from \$1 million to \$1.5 million dollars effective with the next renewal cycle, July 1, 2025. LACERA will then provide the county CEO with migration data quarterly with the goal of gradually increasing lifetime maximum.</i>			
	Historical Perspectives			
	Since the beginning of 2023, LACERA and the County CEO's Office have been in active communication by meeting biweekly to address the Lifetime Maximum Benefit issue. LACERA provided the Board of Retirement (BOR) with a formal report and update on our progress during the August 2023 meeting via closed session.			
In November 2023, LACERA received an information request from the County and provided the requested information to the County. The County requested additional RHC program				



related information from LACERA in December 2023 and January 2024, to which LACERA responded accordingly.

Since March 2024, The County of Los Angeles, and Coalition of County Unions (CCU) have continued to work through negotiations. LACERA continues to engage the County and Union representatives to provide any relevant information as they progress through their negotiations.

LACERA staff and LACERA’s actuary continue to consult with the County’s staff and actuary. These conversations and the County’s negotiation process have resulted in additional actuarial-related information requests from the County. LACERA worked with Milliman and the County’s actuary to complete and deliver these items in February 2024:

- 1) Actuarial Model – Retiree Healthcare benefits analysis and modeling to project future healthcare cost changes due to hypothetical benefit changes.
- 2) Cost Projections – GASB 75 report projections to analyze the impact of future healthcare cost changes.
- 3) Cost Savings – Retiree Healthcare benefit analysis of Tier 2 historical cost savings.

July 2024 – LACERA CEO and Deputy CEO have completed our Lifetime Maximum Benefit (LMB) educational meetings with all five Board of Supervisor (BOS) offices as of July 2024. The BOS and County CEO office are expected to discuss LMB next month. We provided the BOS and County CEO office with projected premium impact should the County CEO and/or BOS eliminate or raise the \$1 million LMB on Anthem I, II, and Prudent Buyer plans. We also informed the BOS and County CEO that a decision is needed by September 2024 for a July 2025 effective date



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	01/01/2019	12/30/2024
	Project Lead(s): Maggie Luong, Shonita Peterson			
Completed				
Current Update				
<p>Retirement Estimate Redesign With the recent launch of our new Retirement Planning Hub and the My LACERA online retirement election process, we are turning our attention to re-designing the Retirement Estimate.</p>	<p><i>The estimate is in Workspace production. This project is completed.</i></p>			
	Historical Perspectives			
	<p>In 2019, an effort was undertaken to beta test a new Retirement Prospectus Estimate and Election form. The project was placed on hold due to the COVID-19 Pandemic. Coming out of the immediate impacts of the pandemic the results of the beta teste were reviewed and it was determined the redesigned estimate was more complicated than would be useful.</p> <p>Subsequently LACERA pivoted to the new Retirement Planning Hub, the new Omnichannel Retirement Counseling process, and the My LACERA on-line retirement election.</p> <p>In April, the workgroup made great progress on the new estimate template finalizing their design and text recommendations. The final recommended estimate was distributed for re-view and approval.</p> <p>The estimate was approved. LACERA’s Systems staff has incorporated the new design in Workspace. The new form will be in conjunction with the First Payment Case Management Project in September 2024.</p> <p>Process Management Group is currently collaborating with Systems with testing of the new estimate in Workspace.</p> <p>Workspace QA. The new estimate template is being tested by select Benefits and Member Services staff. Once testing is completed, the estimate will be available in Workspace</p>			



	<p>production. Once in production, it will replace the old estimate and will be used for member counseling.</p>
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LACERA Public Records Requests
December 15, 2024 – January 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
12-16-24	T. Hettinger, LP Analyst	<p>Request: Most recent information on your private asset portfolio returns since inception.</p> <p>Transmitted 3 documents.</p> <p>Legal, on December 18, 2024, via email, transmitted the 3 responsive documents listed below.</p> <p>Hedge Funds Data – Q3 2024.xlsx; Private Markets Data Q2 2024.xlsx, and Private Markets Q3 2024.xlsx.</p>
12-20-24	J. Crawford, Individual	<p>Request: Roster of all operations staff at LACERA along with job title and 2023 total compensation (base, bonus, etc.) and Org chart of the operations staff if available. Are you able to provide detail on which asset classes the "Growth" focused investment staff actually focuses on?</p> <p>Legal, on December 30, 2024, notified Request that Senior Staff Counsel who responds to PRA requests is out of office and will process the request on or about January 7, 2025.</p> <p>Transmitted 2 documents.</p> <p>Legal, on January 6, 2025, via email, transmitted the 2 responsive documents listed below.</p> <p>Investment Office Orgchart_(12-2-24).pdf and 2023 LACERA Staff Compensation Report.xlsx.</p>
01-08-25	H. Benmustapha, NYU	<p>Request: Obtain copy of all pitch checks relating to alternative asset investment proposals.</p> <p>Legal, on January 15, 2025, via email, sent the responsive comment that materials that LACERA receives are exempt from disclosure per §7928.710(b) (1) and provided the website shown below to locate LACERA commitments.</p> <p>Board of Investments and Committees Archives LACERA.</p>
01-08-25	H. Parker, Preqin	<p>Request: Recent records of Commitment, Contribution, Distribution, Value, and IRR as of June 30, 2024. Provide report containing a list of investment expenses for the financial year 2024.</p> <p>Transmitted 3 documents.</p> <p>Legal, on January 15, 2025, via email, transmitted the 3 responsive documents listed below.</p> <p>Private Markets Data Q2 2024.xlsx; Private Markets Data Q3 2024.xlsx, and TF Investment Cost Report-FY 2024.pdf.</p>

LACERA Public Records Requests
December 15, 2024 – January 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
01-09-25	R. Inchody, Pitchbook	<p>Request: Requester has queries regarding certain funds contributions: Carlyle Partners III; Syndicated Communications Venture Partners IV; Southvest Fund V, and 2005 Vintage</p> <p><i>Transmitted 4 documents.</i></p> <p><i>Legal, on January 15, 2025, via email, transmitted the following responsive comment and the 4 responsive documents listed below.</i></p> <p><i>“The discrepancy in numbers reflects the fact that LACERA’s fund administrators adjusted after the reports were published. The subsequent reports reflect the best available data.”</i></p> <p><i>LACERA – 20060930.pdf;</i> <i>LACERA – 20070630.pdf;</i> <i>LACERA – 20070930.pdf, and</i> <i>LACERA Q406 Annual Report.pdf.</i></p>
01-13-25	T. Abbass, PEI	<p>Request: Quarterly cash-flow reports from Q3 2024, if available, of all your private capital investments, in digital format</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on January 15, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>Private Markets Q3 2024.xlsx.</i></p>
01-13-25	B. Campbell, with. Intelligence	<p>Request: Monthly performance data from investment pools or all absolute return/hedge funds LACERA is currently invested in.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on January 15, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>FOIA Request – With Intelligence – Hedge Funds Oct.Nov. 2024.xlsx.</i></p>

LACERA Public Records Requests
December 15, 2024 – January 14, 2025

01-13-25	R. Wong, PEI	<p>Request: Would like confirmation of LACERA commitment to funds listed below and to provide commitment amount along with any additional information on the funds.</p> <p>Lake Navy Fund, LP; CVBAF II Union City Co-Invest, LLC; Tribune Investment Group Master Fund, L.P., and Tribune Investment Group Offshore Fund Ltd</p> <p><i>Legal, on January 13, 2025, requested the responsive information from the Investments Division.</i></p>
01-15-25	H. Ahaiwe, HR, LA County and 1 other Recipient	<p>Per monthly request:</p> <p><i>Transmitted 1 document.</i></p> <p><i>Executive Office, on January 15, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>MonthlyAgenda.csv dated January 9, 2025.</i></p>
01-15-25	Sheriffs Dept, LA County and 4 other Recipients	<p>Per monthly request:</p> <p><i>Transmitted 2 documents.</i></p> <p><i>Executive Office, on January 15, 2025, via email, transmitted the 2 responsive documents listed below.</i></p> <p><i>Monthly Agenda Reports for Sheriff Department Listing and Fire Department listing, each dated January 9, 2025.</i></p>
01-15-25	C. Siverson,Fire, LA County, and 5 other Recipients	<p>Per monthly request:</p> <p><i>Transmitted 1 document.</i></p> <p><i>Executive Office, on January 15, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>Board of Retirement Meeting Benefit Approval List dated January 9, 2025.pdf.</i></p>

REPORT OF FELONY FORFEITURE CASES

January 22, 2025

#	MEMBER'S LAST NAME	MEMBER'S FIRST NAME	DEPT.	CONVICTION DATE	LACERA NOTIFIED	INITIAL IMPACT NOTICE SENT	FINAL IMPACT NOTICE SENT	STATUS*	DISABILITY STATUS	SERV. LEVEL
70	PINEDA	REMIN	SHERIFF	11/19/2024	1/10/2025	N/A	N/A	DELAY – CD	N/A	N/A
69	CASTRO	RICARDO	SHERIFF	9/5/2024	10/16/2024	N/A	N/A	CLOSED– NOT JOB RELATED	N/A	N/A
68	ESSEX	SEAN	SHERIFF	6/7/2024	7/22/2024	N/A	N/A	DELAY – CD	N/A	N/A
67	LYONS	ANDREW	SHERIFF	1/12/2024	2/14/2024	N/A	N/A	PEND	SCD	N/A
66	VEGA	MIGUEL	SHERIFF	9/5/2023	10/27/2023	10/17/2024	N/A	APPEAL	PENDING	N/A
64	RIDLEY-THOMAS	MARK	BOS	3/31/2023	3/31/2023	10/23/2023	N/A	APPEAL	N/A	N/A

STATUS LEGEND:

- APPEAL: Pending an appeal filed with LACERA
- CLOSED: RET: Retired member, case is complete
- CLOSED: DEF: Deferred member, case complete
- CLOSED: INA: Inactive member – not eligible until age 70, case closed
- DELAY-MI: Member input needed (i.e. pending a legal split decision)
- DELAY-CD: Pending a court decision (reduction in charges pending conditions being met)
- PEND: Case is currently in evaluation and notification stages
- WITHDRAWN: Member withdrew prior to conviction – no impact
- N/A: Not Available/Applicable