

Supporting and Automating Contract Administration





WATI Supports LA County Internal Services Department in streamlining and maintaining the Contract Administration using EMC Documentum Suite

ISD's Contract Administration Division provides a wide variety of vital services to help ISD and County customers utilizing a mix of in-house staff. Contract Administration helps to ensure the availability of essential services to County departments.

SOLUTION

Deploy, Configure and Customize Enterprise Content Management System for ESMA and ITSSMA Contract Administration using EMC Documentum Suite.

FEATURES

-  A **COTS CENTRIC**, out-of-the-box enterprise solution
-  Secured solution with **ENCRYPTED REPOSITORY**
-  **PEOPLE-DRIVEN** processes including User Interface (UI) screens
-  Rules Driven **WORKFLOW ENGINE**

Los Angeles County Internal Services Department

Norwalk, CA

isd.lacounty.gov

CHALLENGES

- Increased Work Load
- New Contract Vehicles
- Gaps in Service

The Challenge

LA County Internal Services Department, Contracts Services helps customers develop procurement mechanisms such as Requests for Proposal, Master Agreements and Statements of Work to solicit bids and select appropriate vendors who can provide the goods and services needed to fulfill their public service mission. ISD works with County departments to assess needs and projects utilizing Documentum and leveraging the shared environment. With the emergence of new contracting vehicles and the expiration of existing vendor contracts, there were changes in roles/responsibilities and left a significant gap in service. ISD needed a vendor who can streamline the processes, establish standards and implement the new processes.

The Solution

WATI was chosen as the vendor for developing the automated processes using Documentum that include the requirements gathering of the project, high-level solution services, preparation of the SOW, and engagement with the customer departments. WATI identified which services will reside with:

- The Bidding Contractor,
- The Contractor,
- The Customer departments, or
- ISD to facilitate i the bidding process.

WATI assisted the County review committee to review and provide feedback on Contractor bids. Developed application best-practices guidelines for application development using:

- xCP
- DFC
- D2
- Java

WATI reviewed Contractor code to ensure compliance to best-practices guidelines and developed standardized templates and Requirements for application deployments for xCP, D2, and custom applications using Documentum. Further WATI developed new programs, configurations and packages using:

- xCP
- DFC
- D2
- Java

Los Angeles County Internal Services Department

Norwalk, CA

isd.lacounty.gov

WATI developed detailed run books for each new program, configuration, and package and created comprehensive testing plan for application regression testing. WATI trained and provided knowledge transfer and mentored the staff of ISD.

Results

ISD now has a very streamlined contract administration process for its IT contracts and WATI continues to support ISD division to ensure smooth operation of automated contracting processing at a fraction of cost when compared with the prior vendor.