



# AGENDA STAFF REPORT

Control: 26001155

**MEETING DATE:** 04/28/2026

**LEGAL ENTITY TAKING ACTION:** Board of Supervisors

**BOARD OF SUPERVISORS DISTRICT(S):** District 2

**SUBMITTING AGENCY/DEPARTMENT:** Sheriff-Coroner

**DEPARTMENT CONTACT PERSON(S):** Brian Wayt, 714-647-1803  
Dave Fontneau, 714-704-7919

**SUBJECT:** Approve Ondaro LLC Subordinate Contract

<b>CEO CONCUR</b> Concur	<b>COUNTY COUNSEL REVIEW</b> Approve agreement to form	<b>CLERK OF THE BOARD</b> CONSENT CALENDAR 3 Votes Board Majority
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<b>Budgeted:</b> Yes	<b>Current Year Cost:</b> \$112,133	<b>Annual Cost:</b> FY 2026-27 \$637,867
<b>Staffing Impact:</b> No	<b>Funding Source:</b> GF: 100%	<b>Sole Source:</b> No
<b>Current Fiscal Year Revenue:</b> N/A		<b>County Audit in Last 3 years:</b> No
<b>Levine Act Review Completed?</b> Yes		
<b>Prior Board Action:</b> 12/19/2023 #S35H, 3/28/2023 #S43C		

### RECOMMENDED ACTION(S):

Authorize the County Procurement Officer or Deputized designee to execute the contract with Ondaro LLC for ServiceNow Support Services, Human Resources Service Delivery Module Integration and Cask Managed Services Support Maintenance, and in a not to exceed amount of \$750,000, effective upon Board of Supervisors approval through June 12, 2027.

### SUMMARY:

Approval of the contract with Ondaro LLC will allow the Sheriff-Coroner to double the capacity required for the digital transformation and modernization efforts underway and to improve processes to better defend against and prepare for any future cyber-attacks.

### BACKGROUND INFORMATION:

The Sheriff-Coroner Department (Sheriff) utilizes the ServiceNow platform as a central enterprise system supporting a broad range of mission-critical operations. The platform underpins Information Technology Service Management (ITSM), including incident, request, and problem management, as well as department-wide knowledge bases. Beyond IT operations, ServiceNow is a key component of the Sheriff's modernization strategy, supporting legacy system replacement efforts and public safety initiatives such as real-time operations, case management, and public-facing service portals. Sheriff is also beginning to leverage ServiceNow as part of its Source-to-Pay (S2P) efforts to improve

procurement and operational workflows.

ServiceNow is being established as the foundational platform for several major enterprise systems. This includes the development and deployment of the Sheriff's new Jail Management System (JMS), which will replace legacy systems and support comprehensive custody operations. Additionally, ServiceNow supports Sheriff's asset management capabilities, including equipment inventory and tracking utilized by Quartermaster and Armory units. These efforts further position the platform as a centralized system for operational, logistical, and administrative functions across the Sheriff.

Building on this foundation, Sheriff has deployed the Human Resources Service Delivery (HRSD) module to further expand enterprise capabilities. The initial HRSD implementation has been completed, and the Sheriff will continue to support, maintain, and enhance the platform through Ondaro LLC (formerly Cask NX LLC) via a managed services model (Cask Reserve), providing flexible access to specialized expertise.

The HRSD module serves as the Sheriff's Human Resources Case Management System, supporting comprehensive employee lifecycle management from initial applicant processing through onboarding, active employment, and separation. This includes personnel information changes, employee transfers, onboarding, and offboarding processes. Within a law enforcement environment, onboarding includes a highly specialized and rigorous background investigation process ("backgrounding"), which involves the collection, review, and adjudication of sensitive applicant information to determine suitability for employment in sworn and professional classifications.

This system centralizes and standardizes these processes, improving efficiency by reducing response times for staff inquiries, enhancing coordination across Human Resources and Internal Affairs, and ensuring consistency and accountability in personnel actions. Planned enhancements will further support the Sheriff's need to reduce the time required to complete background investigations and accelerate the hiring of qualified sworn and professional staff. A custom application is being developed within ServiceNow to support and streamline this critical function. Employee lifecycle management within a law enforcement agency involves unique and complex processes, including compliance with strict regulatory requirements, handling of sensitive and confidential information, and coordination across multiple divisions. The implementation of HRSD provides a unified platform to manage these processes in a secure, auditable, and efficient manner at a Department-wide level.

In addition to case management, this implementation includes the Employee Document Management application. Currently, personnel records rely on physical storage and manual retrieval processes. This enhancement will enable the Sheriff to securely store, manage, and retrieve personnel documents within the ServiceNow Government Cloud (CJIS-compliant), improving accessibility, security, and operational efficiency. The Professional Standards Division will have streamlined access to these records as needed.

The Sheriff is also planning for future integration between the ServiceNow platform and the County's Oracle Fusion suite as applicable modules are implemented and become operational. This effort will align departmental workflows with County enterprise systems, enabling seamless data exchange, strengthening procurement and financial processes, and improving transparency, reporting, and operational efficiency across the organization. Ondaro LLC serves as a strategic partner, providing professional services, consultation, and technical expertise to support the continued evolution of the ServiceNow platform. These services enhance system performance, improve user experience, and streamline business processes across Sheriff.

As the Sheriff continues to expand its use of ServiceNow as an enterprise platform, it requires a skilled and flexible managed services team to support operations, maintenance, and enhancements. Ondaro LLC provides access to highly specialized personnel, including Program Managers, Engagement Managers, Project Coordinators, Subject Matter Experts, Senior Advisors, Cloud Architects, Senior Platform Engineers, Platform Administrators, and Technical

Writers. Through a monthly allocation of service hours, the Sheriff can prioritize and execute enhancements aligned with operational needs while maintaining system stability and performance.

This approach enables the Sheriff to continuously refine and expand platform capabilities, including the development of a modern intranet experience through ServiceNow’s Employee Center. This provides Sheriff personnel with streamlined access to services, catalog items, and knowledge resources necessary to perform their duties effectively.

The State of Texas, through the Department of Information (DIR), entered into a Master Price Agreement as Contract Number DIR-CPO\_4706 for product, services and related services, for the term of November 15, 2022, through November 15, 2024. The term of this Contract exceeds the term of the Texas DIR, which is explicitly permitted under the DIR.

The issuing agency did not have a maximum obligation established for their contract. The County Procurement Office (CPO) authorized the Sheriff staff to pursue a subordinate contract with DIR, with Board of Supervisors (Board) approval.

The following table details the contract history with Ondaro LLC.

<u>Board Approved</u>	<u>Amendment Number or Contract</u>	<u>Contract Term</u>	<u>Contract Amount</u>	<u>Comments</u>
3/28/23	Contract	3/28/23 - 4/30/26	\$1,501,486	New contract approved by the Board.
12/19/23	One	3/28/23 - 4/30/26	\$877,044	Amendment Number One to increase the original contract amount by \$877,044.
-	Two	3/28/23 - 4/30/26	-	Amendment Number Two was issued administratively to change the contractors' name from Cask NX LLC to Ondaro LLC, pursuant to Resolution No. 94-904.

Sheriff aims to double the capacity to meet the needs that have arisen as a result of the digital transformation and modernization efforts. These needs include initiatives and tasks directly stemming from the cyber-attack that compromised the District Attorney’s office and ultimately impacted the justice system in Orange County. Sheriff is in the process of migrating numerous legacy systems and improving processes to better defend against and prepare for any future cyber-attacks.

Sheriff requests approval of the subordinate contract effective upon Board approval through June 12, 2027, in a not to exceed amount of \$750,000, as noted in the Recommended Action. This contract is submitted for Board approval less than 30 days prior to the start of the contract as the subordinate contract is dependent upon the DIR contract approval. The DIR was renewed under number DIR-CPO-5343 which is the reason Sheriff staff issued a new contract instead of an amendment to renew. In the event that the DIR-CPO-5343 contract is not renewed, Sheriff will either bid out the contract or seek another suitable cooperative agreement. Such a new contract from a bid or a cooperative agreement could need Board approval in accordance with the County's Contract Policy Manual's requirements.

This contract does not include subcontractors or pass through to other providers. See Attachment C for Contract Summary.

The Orange County Preference Policy is not applicable to this subordinate contract amendment. Sheriff has verified that there are no concerns that must be addressed with respect to contractor's ownership/name, litigation status or conflicts with County interests.

**FINANCIAL IMPACT:**

Appropriations for the contract are included in Sheriff-Coroner's Budget Control 060 FY 2025-26 Budget and will be included in the budgeting process for future years. The proposed contract is contingent upon funding availability. In the event funding is reduced or terminated, the County may renegotiate the level of services and/or terminate the contract, as necessary.

**STAFFING IMPACT:**

N/A

**REVIEWING AGENCIES/DEPARTMENTS:**

N/A

**ATTACHMENTS:**

Attachment A - Contract MA-060-26010997

Attachment B - Contract Summary Form