

COUNTY OF SACRAMENTO
CALIFORNIA

APPROVED
BOARD OF SUPERVISORS

By Res # 2014-0496

JUL 15 2014

By Clyde Lee
Clerk of the Board

For the Agenda of:
July 15, 2014

To: Board of Supervisors
From: Sheriff's Department
Department of General Services
Subject: Retroactive Approval Of Contract For Sacramento Sheriff's Department Civil Bureau For Automated Civil System For The Period Of June 1, 2014 Through May 31, 2020, In The Amount Of \$2,082,188; and Retroactive Approval Of A Contract To PCG Technology Consulting To Provide Project Oversight Services For the Automated Civil System For The Period Of June 1, 2014 Through May 31, 2015, In The Amount Of \$192,400.

Supervisory District(s): All

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Kevin Bell, Senior Information Technology Analyst, 874-4267
Craig Rader, Purchasing Agent, 875-6362

Overview

In May 2012, the Sacramento Sheriff's Department (SSD), Civil Bureau (CB) formally initiated a project to replace their current civil file management system. The objective was to improve its customer service and operational efficiencies by replacing its web-based Civil Automated System (CAS). The current system was developed by the Sirron Corporation in 1999. This system does not provide the capability to assign cases to specific employees, generate public notification of case status, provide for the intake and disbursement of funds electronically, permit efficient routing of information, or allow electronic filing of cases. The proposed new Automated Civil System (ACS) would resolve these issues.

On October 24, 2012, the Board of Supervisors approved Resolution No. 2012-0723 to award a contract to PCG Technology Consulting. Since the contract inception, the ACS Project Team has worked with PCG to develop a comprehensive list of functional, technical, and management requirements to develop the new system, which were solicited in Request for Qualification (RFQ 8035) and Request for Proposal (RFP8036).

Recommendations

1. Retroactively approve the award of Contract WA00031575 for the SSD CB for automated civil system to Teleosoft Incorporated in the amount of \$2,082,188 for the period June 1, 2014, through May 31, 2020, with an option for three (3) one-year contract extensions, and
2. Retroactively approve the award of Contact W00031611 to PCG for Project Oversight

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Page 2

Services in the amount of \$192,400 for the period June 1, 2014 through May 31, 2015.

3. Adopt the attached resolution directing the Purchasing Agent, or his designee, to execute the award, and take other necessary actions to uphold the contracts to Teleosoft and PCG respectively, including any necessary changes, modifications, amendments or termination in amounts not to exceed \$2,082,188 and \$192,400 during the initial approved contract period.

Measures/Evaluation

The SSD will routinely communicate, inspect, and evaluate the component deliverables with the System Development Team regarding its performance and compliance with contract requirements.

Fiscal Impact

Under Section 26731 of the Government Code, the SSD CB is allowed to recover from a restricted expenditure fund the cost of certain equipment, furnishings, bank fees, and automated systems purchased for the exclusive use of the CB. These funds will completely cover the cost of both agreements. There will be no additional cost to the County. These allocations were included in the Fiscal Year 2014-15 Proposed Budget.

BACKGROUND

Government Code Section 26731 requires the SSD CB to retain fifteen dollars of any fee collected under various sections of the Government Code. The funds collected are to be deposited into a restricted expenditure fund with the County Treasurer for the exclusive use of the SSD CB. Section 26731 also requires that ninety-five percent of the monies be expended to supplement the cost of implementation, maintenance, and purchase of auxiliary equipment and furnishings as deemed necessary by the SSD CB. The remaining five percent is to be used to offset the cost of administering the program.

The CB of the SSD serves civil process in the manner prescribed by law. Civil process includes summons and complaints, small claims documents for a civil lawsuit, restraining orders, bench warrants, evictions and any other notice or order from the courts. The CB also places a levy on wages, bank accounts, vehicles or any other asset of the judgment debtor. It is the goal of the CB to serve all received process in a reasonable and timely manner while maintaining an impartial stance between all parties involved or having an interest in a case.

In 1999, Sirron Corporation deployed the web-based CAS that was at the forefront of technology at that time. Deployment of its then new system saved the CB both time and money, while providing efficient services and improving customer service. In the inaugural year of the system, the CB opened 21,793 files. In 2013, the CB opened 42,901 files. In a matter of 14 years, the workload has nearly doubled. However, the technology used to manage that increased workload has remained basically unchanged, as well as the business processes that were developed around that technology.

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Page 3

The current system does not provide the capability to assign cases to specific employees, generate public notification of case progress systematically, provide for the intake and disbursement of funds electronically, permit efficient routing of information, and requires a lot of manual data-entry at multiple locations.

The design of a new system combined with the implementation of new business processes will address the following major issues.

- Backlog of Cases – The current system requires a great deal of manual data-entry in multiple locations. This makes it difficult for clerical staff to input new cases into the system at the same rate as they receive new cases.
- Employee Accountability – The current system does not have the capability to assign cases to a specific employee. This makes it impossible for management to track the status of cases by employee.
- Public Information – The current system does not have the capability to send notifications of milestone events on a case nor the ability for partners and/or authorized members of the public to view the status of their case(s). The clerical staff spends a significant amount of time providing information to the public regarding their cases.
- Financial Intake and Disbursement Processes – The current system does not have the capability to receive and/or disburse funds electronically.
- Automated Trip Routing – The current system does not have the capability to develop the “most efficient” route based on the information in the system.

DISCUSSION

The current Civil Automated System in the CB does not allow for automated business processes such as e-filing, automated case assignment to employees, generation of public notification of case progress automatically, nor does it provide for the intake and disbursement of funds electronically.

In October 2012, PCG Consulting group was awarded the contract to assist with the development of an RFP for a new civil system. PCG and the ACS Project Team worked together to define the requirements for the new system and develop the procurement documents. The PCG Team played an integral role in releasing RFQ 8035 in July 2013, releasing RFP 8036 in November 2013, and selecting the ACS vendor in March 2014.

The PCG Team understands the expectations of the CB Management and the ACS Project Team. Furthermore, there is a good working relationship with CB and SSD personnel. The PCG Team is immediately prepared to provide effective Project Oversight Services.

The solicitation process for automated civil system consisted of a two-part process. Request for Qualification (RFQ 8035) and Phase 2, Request for Proposal (RFP 8036). The purpose of the Request for Qualification (RFQ) was to solicit proposals from Qualified Business Partners (QBPs) to provide an integrated Automated Civil System (ACS) for the SSD Civil Bureau. This

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Page 4

RFQ was conducted as a solution-based procurement. The solution-based procurement method focused the requirements on business need ("what must be done"), not on current methods or constraints ("how it is currently done"). This was evidenced by the requirements statements themselves which were written at a summary level of detail. In doing this, the County prompted QBP's to propose solutions to address the underlying business need without being constrained by the County's current methods. Receiving these solutions for consideration clearly benefits the County. The QBP's also benefited in that they were afforded the opportunity to propose a solution which they felt met the County's requirements as described in RFQ No. 8035 and RFP No. 8036 while also reflecting industry best practice.

Steps in this process included the County or the SSD and the QBP engaging in dialogue to strengthen the QBP's understanding of the requirements and the procurement process. Several reviews and discussion meetings were scheduled during the procurement phase of this project. The County valued the QBP's assessment and input regarding the requirements and this process. Accordingly, it was very important that the QBP had a clear understanding of the solution-based procurement process, their role in the process, and the County's requirements so they could take appropriate action to help ensure success. The County sought to select and enter into a contract with a QBP to provide a modern integrated ACS to replace the existing legacy systems, both automated and manual, and integrate and/or eliminate some interface systems. The County did not specify hardware, software, or a proposed solution.

On July 23, 2013, the Department of General Services (DGS) released Request for Qualification No. 8035 for SSD Civil Bureau for an Automated Civil System. The County solicited 229 firms for proposals of which thirteen (13) were state certified small and micro business and ninety (90) were local businesses. By August 28, 2013, the RFQ closing date, four (4) responses were received. None of the responding vendors are local or small businesses.

DGS chaired the evaluation team for evaluating proposal responses. This team evaluated the four (4) proposals received based on corporate reference/experience, project management plan, business solution, functional/technical requirements, technical architecture, data conversion approach, and implementation/training approach.

In accordance with the County of Sacramento's Procurement Opportunities Program policy, adopted by the County Board of Supervisors under resolution 2002-0670 on June 4, 2002, certain businesses may be eligible for a 5 percent price preference. The first phase of the solicitation process consisted of issuing a Request for Qualification (RFQ 8035), which was for qualifying vendors to participate in the Request for Proposal (RFP 8036) phase excluding pricing, therefore the 5% local vendor preference did not apply during the Request for Qualification phase.

The award criteria and final vendor rankings are summarized by vendor below:

Teleosoft Incorporated: 852 points

Sierra: 912 points

Praeses: 892 points

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Page 5

CGI: 711 points

RFQ No. 8035 for Automated Civil System only permitted the top three scoring vendor to advance to the Request for Proposal Phase 2 of the competitively bid solicitation process. Sierra, Teleosoft Incorporated, and Praeses advanced to the RFP phase.

On November 21, 2013, the DGS released Request for Proposal (RFP) No. 8036, Phase 2 for SSD for an Automated Civil System, which was restricted to vendors advancing from Request for Qualification (RFQ) No. 8035, Phase 1. The County solicited three (3) firms for proposals, of which none were state certified small and micro business and none are local businesses. By January 9, 2014, the RFP closing date, three (3) responses were received. None of the responding vendors are local or small businesses.

DGS chaired the evaluation team for evaluating proposal responses. This team evaluated the three (3) proposals received based on corporate reference/experience, project management plan, data conversion approach, implementation, business solution and pricing as defined in the RFP. RFP Summary evaluation is as follows:

Assessment Category	Possible	Teleosoft	Praeses	Sierra
Corporate Reference/Experience	100	100	45	70
Project Management Plan	100	98	91	85
Data Conversion Approach	60	54	60	54
Implementation	40	38	40	36
Business Solution / Technical Architecture / Functional, Technical & Management Requirements	400	343	337	290
Pricing	300	250	271	157
Total	1,000	883	844	692

The evaluation team concludes that it is in the County's best interest to award contracts for SSD Civil Bureau for Automated Civil System to Teleosoft Corporation in an amount not to exceed \$2,082,188. This recommendation is based on a thorough review of each proposal using the DGS approved ACS Evaluation Toolkit.

* It is intended that any other public agency including those identified in the solicitation located in California shall have the option to participate in any award made as a result of this solicitation. The County of Sacramento shall insure no financial responsibility in connection with orders issued or delivered by other public agencies. Each public agency using this contract shall accept sole and full responsibility for placing orders and making payment to the contractor. In addition, to the above, the contractor shall provide the same level of indemnification and insurance protection to each of the participating agencies ordering products and/or services under any award made as a result of this solicitation.

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Page 6

Contract Period

The contract period for ACS and PCG Oversight Services will be respectively from June 1, 2014 through May 31, 2020 and June 1, 2014 through May 31, 2015.

Section 71-J

The recommended contract does not fall under the criteria required by Section 71-J of the Sacramento County Charter, as there are no County employees that perform this type of work.

MEASURES/EVALUATION

The SSD will routinely communicate, inspect, and evaluate the component deliverables with the System Development Team regarding its performance and compliance with contract requirements.

FINANCIAL ANALYSIS

Under Section 26731 of the Government Code, the Sheriff's CB is allowed to recover from a restricted expenditure fund the cost of certain equipment, furnishings, bank fees, and automated systems purchased for the exclusive use of the CB. These funds will completely cover the cost of both agreements. There will be no additional cost to the County. These allocations were included in the Fiscal Year 2014-15 Proposed Budget.

Respectfully submitted,

CONCUR:
BRADLEY J. HUDSON
County Executive

SCOTT R. JONES, Sheriff
Sacramento County Sheriff's Department

By: _____
NAVDEEP S. GILL
Assistant County Executive

Concurrence as to required purchasing procedures:

MICHAEL M. MORSE, Director
Department of General Services

Attachment: Resolution