



BOARD OF SUPERVISORS  
AGENDA LETTER

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

Agenda Number:

Submitted on:  
(COB Stamp)

Department Name: Sheriff-Coroner  
Department No.: 032  
Agenda Date: December 3, 2024  
Placement: Administrative  
Estimated Time:  
Continued Item: No  
If Yes, date from:  
Vote Required: 4/5

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**TO:** Board of Supervisors  
**FROM:** Department Director(s): Bill Brown, Sheriff-Coroner (805-681-4290)   
Contact Info: John Maxwell, Lieutenant (805-681-4185)  
**SUBJECT:** Request for Approval of Teleosoft Software Purchase Agreement

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**County Counsel Concurrence**

As to form: Yes

**Other Concurrence:** Executive Information Technology  
Committee (EITC), Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Authorize the Purchasing Agent to purchase the Teleosoft CountySuite civil process software, pursuant to County Code Section 2-39 as a sole source procurement without being required to conduct a formal bid process;
- b) Approve and authorize the Sheriff, or designee, to execute an agreement with Teleosoft to purchase the civil process software product CountySuite to augment existing software provided by Teleosoft currently in use by the Sheriff's Civil Unit;
- c) Authorize the Sheriff to extend the Agreement for two separate one-year extensions; and
- d) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(4) since the creation of government funding mechanisms or other government fiscal activities do not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment and section 153108(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

Under County Code section 2-39, the Sheriff's Office is requesting that the Board authorize the County's Purchasing Agent to purchase Teleosoft CountySuite civil process software as a sole source procurement. Teleosoft CountySuite will be an additional feature to existing Teleosoft software in use by the Sheriff's Civil Unit and was selected due to its ability to enhance customer service, improve workload efficiency, and decrease manual input entries. The CountySuite civil process software will be licensed to the Sheriff's Office for a three (3) year period, with two (2) optional one (1) year extensions for a total amount not to exceed \$628,017. The CountySuite software is patented and proprietary in nature and is the only civil process software compatible with existing Teleosoft software in use by the Sheriff's Civil Unit; therefore, none of these features can be acquired from any other civil software manufacturer.

**Background:**

The Sheriff's Civil Unit processes approximately 4,000 civil services each year, including evictions, bank levies, restraining orders, summonses, and hearing date notices. These services include a large number of court documents, records submitted by petitioners, instructions, and other legal documents. In 2015, the Sheriff's Office partnered with Teleosoft to provide Case Management Software to manage and organize the large volume of records generated by these services. Historically, petitioners have been required to mail or personally deliver paper copies of processes to the Civil Unit for service. These records are then scanned and manually entered by Civil Unit staff, with the associated electronic data being hosted via on-premises County managed servers. Additionally, payments for services have only been accepted by cash or check either by mail or paid by petitioners in person.

On January 1, 2024, Assembly Bill 2791 became effective, requiring California Sheriffs to accept electronic signatures on civil process documents. To ensure compliance with this requirement, the Sheriff's Office sought a software solution that would provide a mechanism for the public to electronically submit and sign documents while ensuring proper cybersecurity measures were in place to protect County information technology infrastructure. CountySuite offers this solution and is the only option compatible with existing Teleosoft Case Management Software currently in use by the Sheriff's Civil Unit.

Features and benefits of Teleosoft CountySuite E-Filing and Cloud Hosting include:

- Consistent with the countywide "Re-Design" performance measure to improve customer service delivery, migrates feasible Civil Unit services online and in an electronic format.
- Allows members of the public to create an online portal to access the Civil Justice System.
- Fees may be paid via the portal, eliminating the need for in-person/mail-in payments.
- Uploaded documents and records are cloud-hosted, protecting County IT infrastructure.
- Data from submitted documents can be reviewed and accepted electronically. If a process contains errors or needs to be returned, this return is instantaneous via the electronic portal rather than being delayed when returned via US mail.
- Reduces the need for staff to manually enter data from electronically submitted services, increasing efficiency and reducing the risk of manual input entry errors.
- County retains ownership of all data cloud-hosted by Teleosoft.
- Cloud-hosting security includes Azure infrastructure, which is FedRAMP High, CJIS, PCI HIPAA and IRS compliant.

Additional benefits of Teleosoft CountySuite include increased customer service and enhanced accessibility to the Civil Unit's services. Transparency is also increased as petitioners can proactively check the status of their services via the online portal.

On October 10, 2024, the Executive Information Technology Committee (EITC) reviewed and approved the Teleosoft CountySuite E-Filing and Cloud Hosting agreements for consideration by the Board of Supervisors.

**Fiscal and Facilities Impacts:**

**Budgeted:** No

**Fiscal Analysis:**

The Teleosoft CountySuite agreement has a three (3) year term, with two (2) optional one (1) year extensions. Payments will be made annually for data hosting, maintenance and support. Payment Year 1 is higher due to implementation costs and an initial one-time license fee. Each year's cost will be paid by funds contained in Civil Trust Fund 1518 (consisting of fees and other revenues collected by the Civil Unit pursuant to Government Code §26746) and will have no impact on the General Fund. At year end, a Budget Revision will be presented to the Board to release funds from Civil Trust 1518 to cover project expenses in the current fiscal year. All future payments will be incorporated into each respective fiscal year's budget.

<b>Payment Year 1</b>	\$206,727
<b>Payment Year 2</b>	\$97,744
<b>Payment Year 3</b>	\$102,632
<b>Payment Year 4 (optional)</b>	\$107,763
<b>Payment Year 5 (optional)</b>	\$113,151
<b>Total</b>	\$628,017

**Key Contract Risks:**

The Sheriff's Office worked with Risk Management, who determined this item poses minimal risk to the county in terms of liability. Furthermore, the agreement includes the option to terminate with or without cause should the county so choose.

**Special Instructions:**

Please send a Minute Order to the Santa Barbara Sheriff's Office, attention CFO Hope Vasquez.

**Attachments:**

- Attachment A: Teleosoft Master Agreement
- Attachment B: Teleosoft Master Agreement Addendum A – E-Filing
- Attachment C: Teleosoft Master Agreement Addendum B – Hosting
- Attachment D: Board Contract Summary

**Authored by:**

John Maxwell, Lieutenant  
Santa Barbara Sheriff's Office