



Beroy D. Baca, Sheriff

County of Los Angeles
Sheriff's Department Headquarters

*4700 Ramona Boulevard
Monterey Park, California 91754-2169*



June 23, 2011

Notice to Potential Proposers

**BULLETIN NUMBER 1
REQUEST FOR PROPOSALS
AUTOMATED CIVIL ENFORCEMENT SYSTEM (ACES)
REQUEST FOR PROPOSAL NUMBER 399-SH**

INTRODUCTION

The Sheriff's Department ("Department") of the County of Los Angeles ("County") is attempting to replace its existing civil enforcement case management system, the Modified Automated Process and Accounting System (MAPAS), with a thin-client, user-friendly application to be called the Automated Civil Enforcement System (ACES). County is issuing this Request for Proposals (RFP) to solicit proposals for an Agreement with a qualified Proposer who will provide the new ACES. ACES will be utilized at 21 Civil Management Unit branch offices at sites located throughout the County and at 20 courthouses that process vehicle inspections. The new system will use new technologies and re-engineered employee workflows to better meet current business requirements and new requirements that can be further enhanced to accept and send electronic court documents, fee payments, and collected funds.

PROPOSER'S MINIMUM MANDATORY REQUIREMENTS

Interested and qualified Proposers that can demonstrate their ability to successfully provide the products and required services outlined in Appendix B, Statement of Work, in its entirety, are invited to submit proposal(s), provided they meet the following requirements at the time that the proposal is submitted and continue to meet these requirements during the subsequent evaluation and contracting process. Failure of a Proposer to meet all of the Minimum Mandatory Requirements may result in the elimination of the proposal from further consideration (see Paragraph 3.2.1, Adherence to Minimum Mandatory Requirements).

Proposals must include the required documentation to substantiate that Proposer meets these Minimum Mandatory Requirements listed in Paragraph 1.4 of the RFP.

A Tradition of Service Since 1850

1.4.1 Firm Experience

For the purpose of evaluating Minimum Mandatory Requirements, firm experience may include the experience of those subcontractors who provide at least ten percent of the Implementation Phase staff-hours.

- A. Firm experience must include ten years of software development and implementation work comparable to the technical services identified in Appendix B, Statement of Work of this RFP.
- B. Firm experience must include at least seven years, within the last ten years, of thin-client (as defined in Section 1.1, Purpose, of the RFP) and/or browser-based application development.
- C. Firm experience must include at least three implementations of case-management systems—including workflow, tracking, and cashiering functions—at California law-enforcement or justice agencies having at least 100 users in multiple office locations.
- D. Firm must have had at least five contracts, each with a value of at least one million dollars, for software development work in one or more of the areas listed below within the past eight years.
 1. Development and implementation of enterprise-wide application software and database utilizing popular web development tools, e.g., Visual Basic, .NET, ASP.NET.
 2. Development of system interfaces and integrations between multiple agencies and multiple computer platforms.
 3. Integration of document management or imaging functionalities.
 4. Integration of Geo Coding/GIS functionalities.

1.4.2 Key Staff Proposed

Proposer must propose a multi-person project team consisting of the following roles (at a minimum). See RFP, Paragraph 1.4.3, Proposer's Key Staff members' Experience, for Minimum Mandatory Requirements.

- Project Manager—individual with day-to-day supervisory authority over all contractor and subcontractor activities and resources associated with the project and the primary focal point for communicating project status and issues with County
- Application Architect—individual who acts as chief designer for the application with detailed knowledge of the entire application from a technical and a functional perspective
- Database Architect—individual who designs the entire application's logical and physical database and maps this to other systems for data conversion and interfaces

- Lead Developer—individual who supervises all coders working on the project
- Quality Assurance Lead—individual responsible for testing, assessing, and reporting on the quality, consistency, and validity of system design documents and application software

Each role must be assigned to one and only one individual, although one individual can take multiple roles. The exception is that the individual assigned as Quality Assurance Lead may not be assigned any of the other roles listed above. The individual taking the role of Project Manager must be dedicated to the ACES project on a full-time basis for the duration of the Implementation Phase.

The proposal must name the specific individuals proposed in each role, as well as the names and roles of other proposed team members, and include their resumes. See RFP, Paragraph 2.8.5, Proposer's Approach to Provide Required Deliverables and Services.

Staff will be subject to a background check prior to working on ACES—see Appendix A, Sample Agreement, Exhibit A, Additional Terms and Conditions, Paragraph 34.0, Background and Security Investigations.

1.4.3 Proposer's Key Staff Members' Experience

The individuals proposed for the key staff roles (see RFP, Paragraph 1.4.2, Key Staff Proposed) must meet the minimum qualifications set forth below. A resume must be submitted for each staff member clearly and concisely demonstrating that the staff member meets all qualifications with references and contact information to enable County to verify staff qualifications.

A. Project Manager

Proposed Project Manager must have at least:

1. five years of experience in day-to-day management and administration of large-scale software development and implementation projects within the last seven years, and
2. five years of experience in managing complex web-application software design, development, testing, and implementation within the last seven years, and
3. five years of experience in developing application documentation, test plans, implementation plans, task plans, and risk management within the last seven years, and
4. four years of experience in use of Microsoft Project within the last five years, and

5. two years of experience in managing the development of web applications using Visual Studio.NET within the last three years, and
6. two years of experience in managing software development related to civil enforcement within the last five years, and
7. two years of experience in managing projects requiring data conversion from older systems within the last five years.

B. Application Architect

Proposed Application Architect must have at least:

1. ten years of experience in designing and implementing enterprise-wide applications for law-enforcement agencies having at least 100 users, and
2. ten years of experience in implementing and supporting applications that automate case management for civil-law-enforcement activities.

C. Database Architect

Proposed Database Architect must have at least:

1. five years of experience in relational database design, tuning, and optimization within the last seven years, and
2. three years of experience in developing complex stored procedures that may access multiple schemas on multiple servers within the last seven years, and
3. one year of experience in data conversion from legacy systems within the last seven years.

D. Lead Application Developer

Proposed Lead Application Developer must have at least:

1. five years of experience in developing complex web applications within the last seven years, and
2. five years of experience in developing web applications using Visual Studio.NET development tools within the last six years, and
3. three years of experience in developing applications that automate case management, tracking, workflow, and accounting for civil law enforcement activities within the last five years, and
4. one year of experience in programming with XML within the last four years, and
5. three years of experience in developing application interfaces between legacy applications (e.g., using TCP/IP messages) within the last five years, and

6. two years of experience in data conversion from legacy systems within the last seven years.

E. Quality Assurance Lead

Proposed Quality Assurance Lead must have at least:

1. three years of experience in quality assurance and testing of complex web applications within the last five years, and
2. three years of experience in developing, performing, and documenting test scenarios and test results within the last five years.

1.4.4 Proposer's cost proposal must contain firm fixed pricing—see RFP, Paragraph 2.8.5(E), Proposed Pricing.

1.4.5 A proposal must be designated as either a COTS-Based Proposal or a Wholly Custom Proposal, based on the following criteria:

- In a COTS-Based Proposal, Proposer shall create ACES by integrating (a) a commercial off-the-shelf (COTS) Application Software product that Proposer provides, adapts, modifies, configures, maintains, and supports, with (b) custom programming that Proposer designs, develops, implements, integrates, maintains, and supports. Proposer shall grant County an unlimited perpetual license to the COTS Software and any future upgrades or successor products at no further cost to County beyond the fixed price proposed. County shall be given access to the ACES Source Code throughout the project and throughout the life of the System with the right to further customize ACES after Final System Acceptance. Proposer's Maintenance and Support Services shall include retrofitting custom programming to maintain integration among the various System Components, including any subsequent updates, upgrades, or successors to the COTS Software
- In a Wholly Custom Proposal, Proposer shall provide, design, develop, implement, integrate, maintain, and support the Application Software as a "from-the-ground-up" custom-developed work for hire, not as a licensed COTS Software product. County shall solely own the ACES software, including Source Code, throughout the project and throughout the life of the System. Upon Proposer's request, County may grant Proposer the rights to develop ACES into a COTS Software product for use in other government agencies. Proposer shall grant County an unlimited perpetual license to all COTS Application Software products used in and/or developed from ACES, including any future upgrades or successor products to those COTS Software products, at no further cost to County beyond the fixed price proposed.

A Proposer, at its option, may submit (a) one proposal that fits into either one of the above categories, or (b) two proposals, one proposal that fits into the first category above, and the other proposal that fits into the second category.

In the proposal, Proposer will indicate whether the proposal is intended as a COTS-Based Proposal or Wholly Custom Proposal. County in its sole judgment will determine whether or not the proposal meets the requirements for that category. If County determines that a proposal does not meet the requirements for the category that Proposer indicated, County may, at its sole option, reject or reclassify the proposal. The Agreement will include the relevant language above, depending on the category of proposal selected.

1.4.6 Proposer must meet one of the following requirements:

- A. Have an office located within forty miles of the Department's Court Services Headquarters (1000 South Fremont Avenue, Alhambra, California);
- B. State in the proposal a location where Proposer plans to establish such an office within thirty days after contact execution;
- C. Provide detailed evidence that Proposer will achieve an equivalent level of project communication and coordination.

RFP TIMETABLE

The timetable for this RFP is as follows:

- Release of RFP.....June 23, 2011
- Request for a Solicitation Requirements Review Due.....July 7, 2011
- Last Day to Confirm Attendance to Mandatory Proposers
- Conference.....July 12, 2011
- Written Questions Due by 3:00 p.m. (Pacific Time).....July 13, 2011
- Mandatory Proposers Conference.....July 14, 2011
- Final Release of Questions and ResponsesAugust 5, 2011
- **Proposal Submittal Deadline...by 3:00p.m. (Pacific Time).....August 18, 2011**

The dates may be changed at any time as determined by County. Such changes shall be made through an addendum and posted on the Department's website at http://www.lasdhq.org/lasd_contracts/info.html.

RFP RELEASE

The RFP will be released and will be accessible via the Sheriff's Department website at: http://www.lasdhq.org/lasd_contracts/info.html (underscore between "lasd" and "contracts"), and the County website at: <http://camisvr.co.la.ca.us/lacobids/BidLookUp/BidOpenStrat.asp>

If the Proposer wishes to access the RFP via the above Department's website, the proposer **MUST** inform the Department's Contracts Unit Analyst at memurr@lasd.org of Proposer's name, mailing address, email address, fax number and telephone number. This will ensure that the Proposer receives any further Bulletins related to this RFP.

RFP SUBMISSION INFORMATION

Proposer must submit one original proposal and five exact duplicate numbered copies, including CD or DVD, as specified in Paragraph 2.9 of the RFP.

The Proposal must be submitted in a sealed envelope or box plainly marked in the upper left-hand corner with the name and address of Proposer and bear the words:

"REQUEST FOR PROPOSALS (RFP) FOR
AUTOMATED CIVIL ENFORCEMENT SYSTEM (ACES)
RFP NUMBER 399-SH"

The Proposal(s) shall be delivered or mailed to:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attention: Marcelle Murr, Contracts Analyst

It is the sole responsibility of the submitting Proposer to ensure that its Proposal is received before the submission deadline specified in Bulletin Number 1. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the United States Mail. Any Proposals received after the scheduled closing date and time for receipt of Proposals, as specified in Bulletin Number 1, will not be accepted and will be returned to the sender unopened. Timely hand-delivered Proposals are acceptable. No facsimile (fax) or electronic mail (email) copies will be accepted.

CONTACT WITH COUNTY PERSONNEL

Any contact regarding the RFP or any matter relating hereto **MUST** be in writing and may be mailed, emailed, or faxed to:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attention: Marcelle Murr
Email address: memurr@lasd.org
Fax Number: (323) 415-4389

If it is discovered that a proposer contacted and/or received information from any County personnel other than the person specified above, regarding this solicitation, the Sheriff, in his sole determination, may disqualify its proposal from further consideration.

Sincerely,

LEROY D. BACA. SHERIFF

A handwritten signature in black ink, appearing to be "Glen Joe", written over the typed name.

Glen Joe, Director
Fiscal Administration