



Leroy D. Baca, Sheriff

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Sheriff's Department Headquarters

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July 29, 2011

Notice to Potential Proposers

**BULLETIN NUMBER 3
QUESTIONS AND RESPONSES RELEASE
AUTOMATED CIVIL ENFORCEMENT SYSTEM (ACES)
REQUEST FOR PROPOSAL NUMBER 399-SH**

This Bulletin Number 3 is being issued to provide responses to questions that were received by July 13, 2011. The responses on Attachment I, Questions and Responses, are final and become part of the Request for Proposal (RFP).

All other Terms and Conditions of this RFP remain in effect.

Should you have any questions, please contact Marcelle Murr, Contracts Analyst, via email at memurr@lasd.org.

Sincerely,

LEROY D. BACA. SHERIFF

Glen Joe, Director
Fiscal Administration

Question Number	RFP Section	RFP Location	Question	Response
TECHNOLOGY QUESTIONS				
1.	Exhibit B-2	Page 1 – Number 18.2	The county has a requirement that the system must support "any common web browser".	Our standard is IE 7 or higher.
			1. Can the County or Department enforce a "standard image" for the desktops and laptops?	
			2. Is the County willing to establish a finite list of the browsers that must be supported (e.g., IE 7+, Firefox, Mozilla, etc.)? Developing a system that is fully browser agnostic adds cost and restricts usability features by designing to the least common denominator. This will limit the features that can be performed on the browser to improve performance. It is also difficult to anticipate what would constitute a "common web browser" in the future.	
2.	Exhibit B-2 Technical Requirements	Page 8 18.191	Can we assume the fault tolerance requirements refer to the system software only since the County will be providing the hosting platform?	The Contractor will be responsible for software fault tolerance. With regard to hardware fault tolerance, the Contractor will be responsible for making recommendations that take account of fault tolerance. The County will physically provide the hardware and infrastructure. The Contractor will be expected to closely coordinate with County data center personnel on matters such as fault tolerance, performance, etc.
3.	Exhibit B-1 Background	Page 8 General Technology	1. Are the HP LaserJet Printers duplex and/or color? 2. What document capture/scanning technology is currently being used?	1. Although some printers are duplex and/or color, most are not. 2. Currently scanners are not used much in civil enforcement workflows.
4.	Appendix A: Sample Agreement	Price and Schedule of Payments	Does the County have any enterprise licenses for either Oracle RDBMS or SQL Server that can be used for ACES?	The County has licenses for both Oracle and SQL Server but these have not been set aside for ACES. Proposals should indicate the DBMS licenses needed for ACES in the cost breakdown spreadsheet.

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5.	Appendix B – SOW	Page 30, Reporting and Business Intelligence Strategy	Does the Department have a preferred Business Intelligence/Data Warehouse tool or technology for ACES?	The County standard is Cognos, however Crystal, Microsoft SQL Reports, or Microsoft Office tools are also acceptable for reporting and business intelligence. A full-scale data warehouse is not expected at this time.
6.			In the RFP, it was noted that Approach, toolsets, processes, and specifications for developing and testing reports and providing business-intelligence capability using existing County resources (Cognos, Microsoft Office, etc.), is part of the Implementation Strategy. Please list the existing County resources that are preferred to be used for the project/strategies/etc. Also, if none of the County resources address the specific requirement, will recommending another toolset be deemed non-responsive? For example, is the use of BI Publisher OK?	The County standard is Cognos, however Crystal, Microsoft SQL Reports, or Microsoft Office tools are also acceptable for reporting and business intelligence.
7.	Exhibit B-2 – Technical Requirements	Page 3 – Requirements 18.81 – 18.84 – System Response Time	The system response time requirements of "For a transaction-processing screen to load: 99.5% of the time, the screen is fully displayed within one (1) second after the user has clicked on the link for that screen, or after a condition is met that is supposed to trigger the screen to be displayed." These response time requirements are more stringent than industry standards for n-tier transactional browser-based applications. Additionally, system response time is dependent on factors outside of our control, such as network latency, network bandwidth, intranet/internet connection speeds, computer hardware/software configuration, etc. We request that the County to modify these response time requirements to meet industry standards for equivalent web-based transaction applications over large enterprise wide area networks.	The requirement stands as is. Proposals may elaborate on performance criteria.
			These response time requirements should be further defined based on the transaction type being performed.	

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8.			Exhibit B-2 18.11 states that ACES modules must be developed in a Microsoft .Net platform. Our solution framework runs within a Java environment that supports the ability to integrate to or execute .Net components. Is this sufficient in meeting this requirement?	The County prefers .NET, but will accept Java as meeting this requirement.
9.			Please explain the purpose/intention of this statement which was in 18.11 of the System Requirements: "ACES modules other than commercial off-the-shelf software components are developed on a Microsoft .NET ("dot net") development platform." If there are technology preferences in the RFP for selection, please explain.	The County prefers .NET, but will accept Java as meeting this requirement.
WORKFLOW QUESTIONS				
10.	Exhibit B-7 – Bankruptcy Workflow	Page 47	The workflow states that "When the writ expires OR property has not been released after 2 years", "...the property is returned to the party from whom it was taken." Can the County please confirm this? It is our understanding that the expiration of a writ on an open bankruptcy does not trigger the release of property. Can you please confirm?	The workflows in Exhibit B-7 are initial to-be visions, with the expectation that as part of the project (see SOW Task 2) the Contractor will work with the County to validate, enhance, refine, and confirm the workflows.
11.	Exhibit B-7 – Bankruptcy Workflow	Page 47	Does Los Angeles County have any exceptions or deviations from the general California Manual of Civil Procedures? If so, can you please provide the details of all exceptions or deviations?	The County of Los Angeles complies with California law including the California Code of Civil Procedures.
12.	Exhibit B-7: Workflows	Entire Section	<ol style="list-style-type: none"> Do the workflows presented in Exhibit B-7 reflect the Department's desired to-be processes with the implementation of ACES, or is the Department seeking further enhancement suggestions from the vendors? Does the Department envision consistent workflows across the various branches, regardless of size and transaction volumes? 	<ol style="list-style-type: none"> The workflows in Exhibit B-7 are initial to-be visions, with the expectation that as part of the project (see SOW Task 2) the Contractor will work with the County to validate, enhance, refine, and confirm the workflows. The Contractor's enhancement suggestions will be very welcome. For the purposes of this ACES project, policies and procedures should be consistent across branch offices.

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13.			Exhibit B-7 - If necessary will you consider improvements or efficiencies added to your existing processes/workflows?	The workflows in Exhibit B-7 are initial to-be visions, with the expectation that as part of the project (see SOW Task 2) the Contractor will work with CMU personnel to validate, refine, and enhance the workflows.

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INTERFACE QUESTIONS				
14.	Appendix B – SOW	Page 8, paragraph 9c and 9d	Does TROWeb and CSDWeb have webservices available to support the near-real-time updates requested (within 10 minutes)? What is the current method for performing these updates?	<p>Currently the services could support near-real-time updates.</p> <p>TROWeb is a web page application for the public to search and retrieve data about specific restraining orders. MAPAS is the source of this data. MAPAS exports a plain text file (one or more delimited records) every 20 minutes via FTP, but this could be configured to 10 minutes. A windows service then takes that plain text file and imports the data into a TROWeb database.</p> <p>CSDWeb is a web page application for the public to search and retrieve case data—civil.lasd.org. It has two interface functions:</p> <ul style="list-style-type: none"> • Case lookup: The user enters a case number and plaintiff or defendant name into CSDWeb, which calls MAPAS. An Active Server Page (ASP), using a custom windows socket DLL, calls MAPAS which has a listener program running on a port of the UNIX server. MAPAS responds to the call by running a routine to return a stream of data (multiple delimited records) that CSDWeb reads via socket calls. CSDWeb then transforms that data into XML and applied to a style sheet it is displayed to the user. A SQL Server is an intermediary, caching the lookup results so that subsequent calls for the same data is available without going back to MAPAS. The SQL Server data is eventually overwritten by newer data. • Find Serving Branch: An Active Server Page (ASP) calls MAPAS and MAPAS then uses its Geocode lookup function and returns the serving branch data back to the user. <p>Both TROWeb and CSDWeb are query-only applications. The County will consider replacing these applications as an alternative to interfacing them to ACES if the proposal offers that solution.</p>
15.	Appendix B – SOW	Page 9, paragraph 9f-Geocode	What Geocode software/service does the Department use? Does the Department desire to continue with this same software/service, or are you open to other options that will meet all of the requirements?	<p>Geocode is a County-provided web service for address validation, route optimization, etc. The County is not asking for other options.</p>

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16.	Appendix B – SOW	Page 7, paragraph 7c.	What ACES system features are required by the County's GIS service provider?	SOW paragraph 7c listed the County's GIS service provider as a "user" to be trained in ACES should GIS service provider personnel need some training to support ACES GIS-related functions.
17.			Exhibit B-3 External Interface Requirements - Can you specify the means of integration to JDIC/CARPOS, CSDWeb and GEOCODE, eg web services, http, custom API?	<p>JDIC/CARPOS: MAPAS receives information from CARPOS via a program (listener) running on a UNIX server (a socket listener, not a web service). This is a one-way connection—MAPAS only receives from (never sends to) JDIC or CARPOS.</p> <p>GEOCODE: A SAR file in MAPAS is used for the lookup of office location. The plan for ACES, however, is to use a GIS function as described in Appendix B (SOW) paragraph 9f and Exhibit B-4 (General Requirements) 19.10 through 10.19, and 19.222 through 19.225.</p> <p>TROWeb and CSDWeb interface explanations are given in an answer to a previous question above.</p>
18.			How many of your required interfaces are currently operational? Please list any interfaces that apply.	<p>Explanations for the CSDWeb, TROWeb, and JDIC/CARPOS interfaces, which are currently operational, are given in answers to other questions. Additional information is given in the RFP documents (including the eCAPS interface, which is currently operational). The MAPAS Geocode interface is to be replaced by a new GIS interface for ACES. Link2Gov is being used for other systems but not MAPAS.</p>
19.	Exhibit B-3 – Functional Requirements	Page 22, Requirement 1.799	<ol style="list-style-type: none"> Does the existing MAPAS system support EFT payments? If yes, should this considered an interface? In what scenarios does the Department pay cash in outgoing funds? 	<ol style="list-style-type: none"> The ACES requirements currently do not call for an EFT interface. This may be a future enhancement but it is not currently in scope for this RFP. Please refer to Exhibit B-7 (Workflows) for scenarios regarding funds.
20.	Appendix B – SOW	Page 8 – paragraph 9 – Interfaces	Can the County please provide additional details regarding the different interfaces to allow us to better determine the level of effort?	See the answers to the interface-related questions above.
21.			For operational interfaces, can we use the same data formats and interface code?	MAPAS is coded in Adabas/Natural; the Contractor will have to discern how much of its interface code is reusable as part of the scope of work to be performed.

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22.	Appendix B	Page 8 – Interfaces	What is the County's preferred method for supporting interfaces? Does the County have a standard Enterprise Service Bus or Integration Broker that should be used?	The County does not have a preferred method for supporting interfaces, and does not require an integration broker for this project. If an integration broker is proposed its cost should be reflected in the cost breakdown spreadsheet.
23.			Please also explain any rules for processing each of the records in the file/s for the inbound and outbound interfaces.	As part of the scope of work (SOW Subtask 4.2 and Task 6), the Contractor will develop the detailed processing rules for the interfaces.
DATA CONVERSION QUESTIONS				
24.			Is there just the one MAPAS database to be converted?	MAPAS resides in one database, and this is the only database needed for the source data to be converted.
25.			Can you provide samples of required reports, or at least access to those reports?	Sample MAPAS reports are provided in an addendum (a PDF file) to be downloaded in the same manner as the other RFP files.
26.	Appendix B	Page 8, Task 8 – Data Conversion Paragraph 111	Will the County and/or the MAPAS system support provider be responsible for source data cleanup that may be required to convert the legacy data as identified during the analysis and test conversion runs?	The County will be responsible for cleansing MAPAS data following from the data assessment performed in SOW Subtask 4.1.
27.	Appendix B	Page 8, Task 8 – Data Conversion Paragraph 113	Bullet c states that the Contractor will be responsible for "Extract data from MAPAS to staging location". We have the following questions regarding this task: <ol style="list-style-type: none"> 1. Will the Contractor be granted access to the MAPAS production database? 2. Will the County provide the available descriptions and metadata for these external data sources, including a MAPAS data dictionary or file layout, and list of codes and abbreviations used in MAPAS data to allow the proposers an opportunity to assess the complexity of the conversion requirements? 3. Will the County provide access to the MAPAS technical experts for clarification of questions regarding existing data? 	<p>1. The Contractor will be given sufficient access to the MAPAS production database as needed to accomplish the SOW tasks.</p> <p>2. The County will provide the MAPAS data dictionary as an addendum to the RFP, that can be downloaded like the other RFP files. However, staff does not have time to compile a list of all codes and abbreviations within the RFP timeframe.</p> <p>3. Once the project starts, the County will provide the Contractor with access to MAPAS technical experts for questions about existing data.</p>

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28.			For migrations, your mapping and business logic requirements are not defined enough to provide a fixed bid. Is it sufficient to provide an estimate until enough requirements are identified to provide a fixed bid?	The RFP materials contain sufficient detail for a fixed-price bid. Requirements will be validated and refined in SOW Tasks 2, 3, and 4.
PROJECT SCHEDULE QUESTIONS				
29.	N/A	N/A	Does the Department have any fixed schedule constraints that affect the preferred timing for the deployment of ACES?	Currently there are no fixed schedule constraints on ACES deployment timing.
30.	Appendix B	Page 8, Task 8 – Data Conversion Paragraph 116	Does the County have a preference between phased or “big bang” production cutover?	Currently the County has no preference. During the course of a typical day 500 users access MAPAS; this should be considered in planning the cutover approach (SOW Task 14).
POST-IMPLEMENTATION QUESTION				
31.	Request for Proposals	Pages 7-8, 1.4.5	For a Wholly Custom Proposal, the County states that “...Upon Proposer’s request, County may grant Proposer the rights to develop ACES into a COTS Software product for use in other government agencies.” Will the County provide similar opportunity for a COTS proposal to incorporate features and customizations developed for the County into the baseline COTS product?	The provision can be applied to any COTS product developed or enhanced based on ACES.
RFP PROCESS QUESTIONS				
32.	Appendix D, Form D-3	Appendix D	Form D-3 requires the vendor to list all public entities and County contracts within the past three years. For our company, and our significant focus on serving the public sector, this would translate to hundreds of contracts, and several hundred pages. To focus this effort, we propose providing a list of contracts performed for California public entities in the past three years. Please confirm this, combined with the references provided in D-2, will be sufficient to validate our experience and qualifications to perform this work.	The requirement stands as is.
33.	Appendix D	All Forms	Please provide MS Word versions of the Appendix D forms, or at a minimum, those forms that require explanatory text or descriptive material.	We will accommodate this request: Appendix D, Required Forms, will be provided as an MS Word file, to be downloaded in the same manner as the other RFP files.

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34.	Appendix A	Sample Agreement	Please provide an MS Word version of the Sample Agreement to facilitate the review and tracking exceptions and suggested changes.	Proposers should track suggested changes on a separate document rather than redlining the sample agreement.
35.	General	N/A	Does the County have any restrictions on work being performed outside of the United States boundaries?	Regardless of the physical location where the work is performed, no individual shall work on or access this project until he or she has passed the Department's background check. The background check may be more difficult to complete for persons residing outside the U.S.
36.	RFP	26, Section 2.8 Proposal Format	The County's requested format for Section C for Proposer's Approach to Provide Required Deliverables and Services constrains our response format since the County has prescribed sub-sections C.1, C.2, etc. This constrains our ability to utilize subsection numbering in Section C to logically organize our response to Section C.	The requirement stands as is. Proposers may add subsections within the confines of the main section numbering scheme.
			We would like to request that the County modify the response format sections as follows, or something similar:	
			C.1 - Approach to Tasks and Deliverables	
			C.2 – Technical Architecture	
			C.3 – Project Staffing and Roles	
			C.4 – Proposer's Response to System Requirements	
			...	
			This will allow us to use numbered subsections on the Approach to Tasks and Deliverables, which will be a substantial response.	

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37.	RFP	Section 2.3 – RFP Timetable	Would the County consider a 2 week extension on the deadline to submit questions and the submission dates.	Bulletin 2 contains the revised dates; the submission date is now Sept. 1, 2011 which is 2 weeks later than the original date.
			Our solution is dependent on the responses to questions and we may have follow-up questions based on the responses received. The current schedule allows less than two weeks between the responses to the questions and the submittal deadline.	
38.	Appendix A – Sample Agreement – Exhibit C: Price and Schedule of Payments	Payments for Implementation Phase Pages 2 - 4	The percentages provided for each of the Payment Milestones add up to 120%. Is the County planning to re-allocate the payment percentages for each milestone such that the total equals 100%?	There was a typo in Appendix A, Exhibit C (Price and Schedule of Payments). For Payment Milestone #6 (documentation and training), percentage of total fixed price for implementation phase should be ten percent (10%). Please correct this on your copy of the RFP.
39.	Appendix M – Pricing Breakdown Spreadsheet	Part B	<ol style="list-style-type: none"> 1. Please describe the expectations for Service Category columns in this Part B Services tab. Is this intended to be labor category or discipline? 2. Since this is a fixed-price submission, why is the County requesting hourly rates? 3. Does the County expect the costs in cell H23 to be inclusive of all costs for the Implementation Phase, as labeled? This does not provide any provision for the inclusion of non-labor costs such as COTS license costs, etc. 	<ol style="list-style-type: none"> 1. In Appendix M (Pricing Breakdown Spreadsheet), Part B (Services during Implementation Phase), proposers may use the columns in any manner that will help the County understand the type of resources that will be performing the work on the ACES project. 2. The County is requesting hourly rates to gauge Contractor flexibility in the event of change orders, pool dollars, etc. This is primarily for transparency; the County will not use hourly rates in any quantitative evaluation of proposals. 3. Part B is a breakdown of labor cost for services; Proposers must use <u>Part A</u> to itemize the costs of software licenses etc.
40.			We did not see Hardware in the Pricing Spreadsheet, so we are assuming that LASD will purchase separately during the project when the selected vendor makes the recommendations of hardware that needs to be acquired.	The County will provide the ACES hardware after considering the Contractor's recommended configuration (in SOW Task 3).
41.			Do we need to bid all hardware and 3 rd Party software?	Please include software in the pricing breakdown spreadsheet, but hardware should not be priced at this time.

Question Number	RFP Section	RFP Location	Question	Response
42.	Appendix M – Pricing Breakdown Spreadsheet	Part G – Deliverables Deliverable 5.4.1 COTS Software	<ol style="list-style-type: none"> Does the County expect that Deliverable 5.4.1 – COTS Software include all Baseline COTS software as well as any embedded third-part software used in the COTS solution? In a COTS based solution, is there a provision for a payment associated with the COTS software licenses at the point in time it is delivered and installed for prototyping? 	<ol style="list-style-type: none"> Deliverable 5.4.1 (COTS Software) includes all baseline COTS software for the ACES application, including any embedded third-party software. Deliverable 5.4.1 (COTS Software) would become payable as part of Payment Milestone #3.
43.			<p>There is a spreadsheet for a COTS approach and for a totally custom approach but what about companies that have a hybrid (customizable COTS)? In the RFP, it was mentioned that COTS may need to be customized for LASD, so which pricing schedule should a customizable COTS vendor use?</p>	<p>This requirement stands as is. A proposal that incorporates a COTS product as part of the ACES application software, running in the production environment, should be regarded as a COTS approach.</p>
44.			<p>Will Sierra, the current vendor that created/supports the existing system be eligible to bid?</p>	<p>All qualified Proposers may submit proposals.</p>