

**APPENDIX B**

**STATEMENT OF WORK (SOW)**

**FOR**

**MAPAS MAINTENANCE AND SUPPORT SERVICES**

**APPENDIX B  
STATEMENT OF WORK  
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**ATTACHMENTS**

- Attachment B.1 – Glossary of Project Terminology
- Attachment B.2 – Performance Requirements Summary Chart
- Attachment B.3 – Contract Discrepancy Report

**APPENDIX B**  
**STATEMENT OF WORK**  
**CIVIL-ENFORCEMENT SYSTEM MAINTENANCE**

**1.0 OBJECTIVE**

- 1.1 Los Angeles County (County) Sheriff's Department (Department) seeks to obtain the services of a Contractor to maintain its current civil-enforcement application software and to assist in a future transition to a new system.
- 1.2 Terms or phrases with initial letter capitalized, where applicable, whether singular or plural, shall have the particular meanings set forth in Paragraph 2.0 (Definitions) of the Contract, whenever such terms are used in this Statement of Work (SOW).
- 1.3 Other terms and phrases used to provide guidance in project management may be found in Attachment B.1 (Glossary of Project Terminology).

**2.0 BACKGROUND**

- 2.1 LASD currently uses a 30-year-old custom application software system, called the Modified Automated Process and Accounting System (MAPAS), to support its civil-enforcement workflows, such as: service of process, wage garnishments, bank garnishments, evictions, property seizures and sales, keepers (business seizures), claims of exemption, third-party claims, claims of right to possession, protective orders, bench warrants, vehicle inspections, and related functions.
- 2.2 MAPAS's annual volume is approximately:
  - 172,000 service requests processed;
  - 1.4 million accounting entries; and
  - Cash transactions totaling \$256 million.
- 2.3 MAPAS was developed in 1989 by Sierra Systems, Inc. (Sierra) and had been maintained and updated by that company until 2019.
- 2.4 MAPAS runs on a Hewlett-Packard minicomputer with a Unix operating system, and is programmed using Software AG's "Natural" programming language and "Adabas" database-management system.
- 2.5 MAPAS is used on a daily basis by 300 users in the Civil Management Bureau (CMB) located in the Department's headquarters office and 19 courthouses

throughout the County. In addition, MAPAS is used occasionally by various light users in other courthouses, and by the County's Public Defender and Alternate Public Defender departments.

- 2.6 A MAPAS outage, even for a short time, would severely hamper CMB because critical, time-sensitive CMB tasks are handled through MAPAS.
- 2.7 The Department plans to replace MAPAS with a new civil-enforcement system within the next several years.

### **3.0 SCOPE OF WORK**

- 3.1 The Contractor shall provide Maintenance and related services for MAPAS, as indicated in this SOW. The Contractor's key staff shall respond to emerging MAPAS issues to prevent business interruption according to the requirements listed in Paragraph 4.1 below.
- 3.2 Unless otherwise directed by the County Project Manager, the Contractor shall not make direct changes to the MAPAS production environment. Contractor shall make changes to MAPAS in a development and/or test environment.
- 3.3 Contractor shall support County employees (who are experienced Natural/Adabas programmers) who make the direct changes to the MAPAS production environment. The County Project Manager will email the Contractor a list of County employees who are authorized to do production environment work, and will update that list from time to time, as necessary. The Contractor shall provide the authorized County employees with instructions for making the needed changes. The Contractor shall work closely with those County employees and validate that the MAPAS production environment was appropriately changed.
- 3.4 The Contractor shall prioritize activities based on directions from the County Project Manager.
- 3.5 The Contractor shall keep a detailed daily activity log, including but not limited to, Work Requests received, malfunctions or alarms detected, specific Work performed by key staff and the amount of time to be invoiced for that Work, materials involved (if any), problems or concerns encountered (if any), results attained from Work performed, and lessons learned (if any).
- 3.6 The Contractor shall provide the County Project Manager with daily updates of the daily activity log before 5:00 p.m. Pacific Time on the following Business Day.
- 3.7 The Contractor shall provide the County Project Manager with monthly written status reports, along with oral briefings either in person or by telephone conference. The status reports should detail outstanding issues and Work Requests, and plans and forecasts for the next several months. The status

report's form format and content shall be as directed and approved by County Project Manager.

- 3.8 The Contractor shall provide status updates to the County Project Manager on a daily basis, via telephone and/or email as directed by the County Project Manager, regarding: (a) unresolved malfunctions, (b) other problems related to Contractor's tasks and responsibilities in this SOW, and (c) Work Requests that have been started but not completed.
- 3.9 The Contractor shall coordinate with County personnel tasked with operating and maintaining the technical infrastructure and security mechanisms underlying MAPAS.
- 3.10 The Contractor shall report potential issues, problems, bottlenecks, and alarms to the appropriate County personnel, for example, Sheriff's Court Services Division, Sheriff's Data Systems Bureau, and County's Internal Services Department. County Project Manager will provide contact information to Contractor, and advise accordingly as to "appropriate County personnel."
- 3.11 The Contractor shall designate an individual to take the role of Contractor Project Manager; that designee shall take responsibility for the Contractors' Work, and serve as the primary point of contact for the County.
- 3.12 The Contractor shall provide, at their own expense, whatever personal computers, office equipment, transportation, parking, and insurance are needed for carrying out the tasks in this SOW. All equipment, software, data, and communications used in connection with Contractor's Work herein are subject to County's security procedures, directives, and oversight. County's data security officer may require prior approval for any devices that Contractor wishes to use for work herein.
- 3.13 The Contractor shall carry out all Maintenance and Enhancements within a timeframe determined by the County.
- 3.14 The Contractor shall review each Work Request and provide an estimate of staff-hours and calendar days to complete the Work Request. County's Project Manager will not unreasonably delay authorization of Work. Notwithstanding the foregoing, the Contractor shall endeavor to complete the Work Request within the time estimated. Should the Contractor discover, during the course of executing such Work, that the original estimate will be exceeded, Contractor shall immediately contact the County's Project Manager to revise the estimate and seek authorization to continue with the Work Request. Should Contractor fail in its obligation to contact the County's Project Manager, County shall only be obligated to pay for the original estimate, in the sole discretion of County's Project Manager.

## 4.0 TASKS

4.1 The Contractor shall be responsible for the following tasks:

4.1.1 Provide Preventive Maintenance for MAPAS.

- a) Preventive Maintenance affecting the production environment shall be carried out between the hours of 7:00 pm and 7:00 am Pacific Time.

4.1.2 Provide Corrective Maintenance for MAPAS.

- a) For Priority-1 malfunctions, begin Corrective Maintenance within one hour after discovering or being notified of the Malfunction, and use continuous best efforts to cure the Malfunction.
- b) For Priority-2 malfunctions, begin Corrective Maintenance within four Business Hours after discovering or being notified of the Malfunction, and work diligently during Business Hours until the Malfunction is cured.
- c) For Priority-3 malfunctions, begin Corrective Maintenance within eight Business hours after discovering or being notified of the Malfunction, and work diligently during Business Hours until the Malfunction is cured.
- d) For Priority-4 malfunctions, begin Corrective Maintenance within two Business Days after discovering or being notified of the Malfunction, and complete Work within a reasonable timeframe, as determined by County.

4.1.3 Provide consultative support to County regarding, but not limited to, MAPAS usage, configuration, structure, functions, business logic, database schema, user interface, and history.

4.1.4 Monitor MAPAS's system logs and track any irregularities in MAPAS's operational functions. Monitoring frequency shall be as directed by County Project Manager.

4.1.5 Develop and oversee the daily, weekly, and monthly MAPAS batch jobs and verify that they have been run properly and on schedule.

4.1.6 Periodically extract (copy) and stage MAPAS data for the County to then import into the MAPAS Data Warehouse.

- a) The County will specify the particular data fields (MAPAS data names) to be included, and the server where the staged data shall be placed.

- b) The staged data's format shall be suitable for the County to import into a Microsoft SQL Server database.
  - c) The initial dataset shall contain data from MAPAS's inception to the present point in time.
  - d) After the initial dataset has been created, daily and weekly incremental updates shall consist of new records or updates to existing records. The County will specify the particular data to be updated daily and weekly.
  - e) If the extract procedure would impact the response time or availability of other MAPAS functions, then the extract procedure shall be carried out between 7:00 pm and 7:00 am Pacific Time.
  - f) Datasets shall be properly identified and controlled to ensure that the MAPAS Data Warehouse accurately represents the relevant portions of the MAPAS database.
  - g) If County determines that the MAPAS Data Warehouse has become corrupted, incomplete, or uncertain, County may issue a Work Request to re-initialize the data and then re-start the incremental updates as indicated above.
- 4.1.7 Immediately notify the County Project Manager of any perceived security problems or perceived attempts by unauthorized persons to access MAPAS.
  - 4.1.8 Develop, test, and implement minor updates to MAPAS in response to changes in legislation, fee schedules, legal nomenclature, judicial forms, court procedures, financial-control requirements, CMB office locations, Department correspondence formats, existing Interfaces, etc.
  - 4.1.9 Develop, test, and implement Enhancements to MAPAS as requested and authorized by the County Project Manager via Work Requests.
  - 4.1.10 Develop, test, and implement procedures for clearing out stale liability balances based on specifications developed by the County (for example: vehicle-inspection cases that have a fee-deposit balance because of missing revenue entries; cases that have a receivable balance that can be discharged from its fee-deposit balance; cases that have a low fee-deposit balance that can be converted to overage revenue; escheatment of fee-deposit and trust balances for cases with no activity for three or more years, etc.).

4.1.11 Develop and provide the following documentation, and provide updates whenever significant changes render prior documentation obsolete.

- a) Specifications for each online and batch program in MAPAS, containing:
  - 1. The business purpose of the program;
  - 2. The program's procedural logic, indicating the specific data elements (table and field) where the program reads, collects, and writes data;
  - 3. Automatic setting of data values (auto-population), including default values;
  - 4. Constraints and validation rules for data display, data entry, and data editing; and
  - 5. Security.
- b) Database schema (the logical relationships among data elements), indexes, and performance issues.
- c) Diagram(s) that outlines the major pieces of the production environment and their interrelationship.

4.1.12 Develop, test, and, when so directed by the County Project Manager, carry out the following procedures to assist in the cutover from MAPAS to its successor system.

- a) At the point in time during cutover to any future replacement system, when a CMB office's cases should be frozen in MAPAS:
  - 1. Freeze that office's cases to prevent users from adding, changing, or deleting that data for those cases;
  - 2. Copy (extract) and stage data needed for conversion into the successor system's database for those cases not currently resident in the MAPAS Data Warehouse; and
  - 3. Extract and stage data not already contained in the MAPAS Data Warehouse, but needed for conversion into the successor system's database for those cases.
- b) When MAPAS is no longer in use, decommission MAPAS.

## **5.0 COUNTY RESPONSIBILITIES**

- 5.1 The County will designate a County Project Manager who will serve as the primary point of contact for Contractor.
- 5.2 The County will provide, host, and maintain MAPAS infrastructure (e.g., hardware, operating system software, database management software, network software, driver software, etc.).
- 5.3 The County will provide both remote and on-site access to Contractor personnel authorized by County to access MAPAS for purposes of the Contract.
- 5.4 The County will provide subject-matter expertise in the business rules (per legislation, etc.) for the business functions supported by MAPAS, and communicate such business rules to Contractor.
- 5.5 The County will conduct acceptance testing when needed.
- 5.6 The County will provide user training and support.
- 5.7 The County will manage user accounts.
- 5.8 The County will respond promptly to Contractor questions and comments.
- 5.9 The County will manage systems that are interfaced to MAPAS.
- 5.10 The County will schedule and coordinate migration to a successor system.

## **6.0 WORK REQUEST ADMINISTRATION**

- 6.1 The Contractor shall carry out Maintenance tasks as needed without prior authorization by the County, except when specifically instructed otherwise by the County Project Manager.
- 6.2 The Contractor shall carry out other tasks, including Enhancements, only upon prior authorization via a written Work Request from County Project Manager.

## **7.0 BACKGROUND AND SECURITY INVESTIGATIONS**

- 7.1 All Contractor personnel performing Work under this SOW shall, at the discretion and request of County, undergo and pass, to the satisfaction of County, a background and security investigation as a condition of beginning and continuing Work under the Contract, pursuant to Paragraph 7.4 (Background and Security Investigations) of the Contract.