



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

NUMBER 715-SH

CIVIL-ENFORCEMENT SOFTWARE

April 2022

**Prepared by
County of Los Angeles**

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the applicable contract and applicable law.

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1. Introduction

- 1.0 The Los Angeles County (County) Sheriff's Department (Department) desires to replace its 33-year-old legacy civil-enforcement system with a new civil-enforcement system. This RFI is aimed at vendors who can deliver, implement, and maintain such software.

1.1 Los Angeles County

- 1.1.1 Approximately 25% of California's population resides in Los Angeles County. The County's 10 million residents make it the most populous county in the United States—almost double the size of the next-largest U.S. county, and almost triple the size of the next-largest California county.

1.2 Civil Enforcement

- 1.2.1 Civil enforcement is a branch of law enforcement focused on civil (as opposed to criminal) legal proceedings. Every California county's sheriff is responsible for civil enforcement, with elaborate procedures set forth in the California Code of Civil Procedure and the California Government Code, pursuant to specific court orders.

1.3 Civil Management Bureau

- 1.3.1 The Department's civil-enforcement responsibilities are carried out by the Department's Civil Management Bureau (CMB). CMB employs over 300 clerical, field, and supervisory personnel in 20 courthouses throughout the County. CMB's annual volume of work includes:
- a. 172,000 service requests
 - b. 1.4 million accounting entries
 - c. Cash transactions totaling \$256 million

1.4 Legacy System

- 1.4.1 CMB currently uses a system called MAPAS (Modified Automated Process and Accounting System) to support its civil-enforcement functions. MAPAS runs on an obsolescent platform (Software AG's Natural programming language and Adabas database management system) and has been in operation since January 1989.
- 1.4.2 MAPAS is used by almost every CMB employee. It is also used for a limited set of minor functions by 50 employees in the Department's patrol stations and 20

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employees in the County's Public Defender and Alternate Public Defender departments.

1.5 Data Warehouse

- 1.5.1 Every night an automated procedure extracts data from the MAPAS Adabas database and loads it into a Microsoft SQL Server data warehouse for reporting and analysis purposes. The data warehouse contains detailed data for all cases, services, financial transactions, claims, etc. from 1989 to the present.
- 1.5.2 CMB's IT staff have developed complex queries and views in the data warehouse.

2. Desired Software and Services

2.1 Software

- 2.1.1 County desires to replace MAPAS with new civil-enforcement software that meets all the following criteria:
- a. The software is a commercial off-the-shelf (COTS) product.
 - b. The software is currently in full operational use for all civil-enforcement functions in at least one California county with a population of more than one million residents.
 - According to the U.S. Census Bureau, those counties include Los Angeles, San Diego, Orange, Riverside, San Bernardino, Santa Clara, Alameda, Sacramento, Contra Costa, and Fresno.
 - c. The software is maintained by the firm that owns the software.
- 2.1.2 County currently is not seeking a custom solution, but rather seeks to discover the extent that proven COTS software products could replace MAPAS, expecting that new software will provide more features overall.
- 2.1.3 The Department historically has preferred to host this type of software in the Department's on-premises data center, but the response may suggest other hosting arrangements for County to consider.

2.2 Services

- 2.2.1 County desires that all implementation services be provided by vendor's personnel who meet all the following criteria:

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- i.* Are highly knowledgeable about the technical composition of the software, and the functional usage of that software.
- ii.* Were heavily involved in a prior project that resulted in a successful implementation of that software.
- iii.* Have good communication skills.

2.2.2 County desires maintenance services to be provided by vendor's personnel.

3. Information Requested

Vendors who can provide software that meets the above criteria, along with implementation services and ongoing maintenance services for that software, are invited to respond to this RFI, referencing the item numbers below in the response.

Response Section A. Cover Letter

Please indicate the Respondent's name, legal entity (corporation, partnership, etc.), and contact information. The cover letter must be signed by an individual authorized to represent the Respondent.

Response Section B. Software

1. Identify the specific software product—name, version, release date, etc.
2. Identify in which California counties the software is currently in full operational use for the respective sheriff's civil-enforcement functions. For each such county, indicate the approximate number of intensive users of that software.
3. Number of years the Respondent has provided application/software in the field of civil enforcement.
4. Identify the current owner of the software.
5. Identify the primary source for maintaining and supporting the proposed software.
6. Please describe the technical infrastructure and peripherals typically used to support the software:
 - a. Server operating system
 - b. Server database management system
 - c. User workstation software (Windows, Microsoft Office, PDF reader, etc.)
 - d. Scanners
 - e. Printers
 - f. Network

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7. Please describe any additional software that County will need to efficiently install, use, operate, administer, monitor, troubleshoot, and maintain the software.
8. Please comment on hosting. Note that the Department historically has preferred to host this type of software in the Department's on-premises data center; however, the response may suggest other hosting arrangements for County to consider (e.g., cloud, vendor-hosted).
9. Please comment on your corporate licensing model options.

Response Section C. Security Features

10. Can the software be configured to authenticate users via the Department's Active Directory (authentication does not apply to the County's public-facing website, which does not have user accounts and provides limited query access to the data)?
11. Can confidential data (such as social security numbers, bank accounts, CMB personnel information, etc.) be stored as encrypted? What tools can be used for encryption validation/attestation?
12. Can the software be used on remote devices where data transmission passes through the internet? If so, describe the mechanisms used to encrypt data transmitted through the internet.
13. Can the software be implemented to run efficiently without the need to store data on electronic devices or media outside of a server in a secure data center (other than temporary data that is deleted from the device when the user logs off)?
14. Can software releases and patches be delivered to County's receiving environment, so that County controls software migration through testing and production environments?
15. What is the process for releasing and delivering software updates, patches, etc.?
16. Please briefly describe the major authorization features by which access to various software screens, functions, and data is restricted based on user roles, rights, and rules.
17. Describe how the software tracks changes in configuration and user access rights.
18. Describe how the software tracks user activity in an audit log that can be queried for various reports (such as showing user ID, date/time, location or IP address, event classification, transaction ID, and outcome or error classification).

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Response Section D. Data Organization

19. Describe the cross-referencing and parent-child relationships among cases, writs, services, and claims.
20. Describe the structure of party data, and how parties are linked to other data entities.

Response Section E. Accounting Functions

21. Describe the software's accounting system for:
 - a. Cash received into liability accounts (fee deposits, collections, cash-bond undertakings, and real-estate redemptions) and earmarked (reserved) for anticipated disbursements and service fees.
 - b. Cash received where a liability account is not immediately identified, and later reviewed to either (i) determine the appropriate liability credit or (ii) set up for a refund.
 - c. Bank deposits for cash received.
 - d. Bank adjustments including dishonored checks.
 - e. Cash disbursed from liability accounts to keepers, vendors, creditors, claimants, lienholders, and refunds.
 - f. Revenue for service fees when the service is completed or cancelled thus earning the fee.
 - g. Receivables for service fees (for example, *in forma pauperis* lawsuits).
 - h. Receivables for erroneous disbursements.
 - i. The balance the debtor owes the creditor in a money-judgment case ("amount to satisfy the judgment") stemming from writ data, subsequent costs and credits accruing to the judgment, subsequent court orders reducing or increasing the judgment, debtor funds received and disbursed (or scheduled for disbursement) to the creditor, and daily interest.
22. Describe how the software accounts for pending transactions, and how pending transactions become posted.
23. Describe how the software handles corrections to pending and posted transactions (for example, correcting the amount of a fee).

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Response Section F. Operational Functions

If desired, the response may include an appendix containing software documentation, with the main body of the response simply indicating the sections or pages in that appendix where each item below is addressed.

24. Describe the software's features for scanning paperwork as attached images linked to writs, services, claims, disbursements (vendor invoices), etc.
25. Describe the software's features for configuring and handling the disbursement process, from the point where a future payable is anticipated to the point where a disbursement is processed (any features pertaining to check writing are not relevant to CMB because an interface will be used to send disbursement requests to a separate system in the County's Auditor-Controller Department).
26. Describe how the software could support this scenario: a line of customers is waiting at the counter. The clerk at the counter enters each customer's basic data, scans the paperwork, receives the fee deposit, and then moves on to the next customer. Afterward, other clerks (possibly in different locations) complete the data entry.
27. Describe the software's features for configuring, generating, and printing service packets (the paperwork that CMB will deliver to external parties) which may include a combination of scanned images and generated forms.
28. Describe the software's features for entering service attempts and proofs of service.
29. Describe how the software handles evictions.
30. Describe how the software handles claims to right of possession ("Arrieta" claims).
31. Describe how the software handles bank garnishments.
32. Describe how the software handles wage garnishments (earnings withholding orders).
33. Describe how the software handles writs of possession claim and delivery for personal property.
34. Describe how the software handles writs of attachment for personal property.
35. Describe how the software handles personal property sales under a writ of execution.
36. Describe how the software handles real property sales under a writ of sale with right of redemption.

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37. Describe how the software handles bankruptcies that impact evictions.
38. Describe how the software handles bankruptcies that impact garnishments.
39. Describe how the software handles bankruptcies that impact property seizures and sales.
40. Describe how the software handles claims of exemption.
41. Describe how the software handles third-party claims.
42. Describe the software's features for tracking future tasks and notifying users when those actions are due.
43. Describe the software's features for assigning tasks to users.

Response Section G. Implementation and Maintenance

44. Describe the implementation resources, roles, procedures, and timeframes that are typically provided to the software's customers.
45. Describe the maintenance and support resources, roles, procedures, and service levels that are typically provided to the software's customers.
46. Describe the frequency of updates, releases, etc.

4. Response Method and Timeframe

- 4.0 Not responding to this RFI will not impact your ability in the future to respond to any subsequent solicitation that County may issue on behalf of the Department.

4.1 Questions about this RFI

- 4.1.1 Please send any questions about this RFI to the email address in Paragraph 4.3.1 below. County will attempt to send replies within two business days.
- 4.1.2 Vendors wishing to receive all questions and answers regarding this RFI should send such request to the email address in Paragraph 4.3.1 below.
- 4.1.3 County will not reply to questions submitted within three business days prior to the response due date stated in Paragraph 4.4 below.
- 4.1.4 At County's sole discretion, County reserves the right to disregard questions and comments that do not directly and constructively address this RFI.

4.2 Format of the Response

- 4.2.1 Please prepare the response as a PDF or Word document that can be printed on letter-size (8½ × 11 inch) paper. The response can also include large, complex diagrams that require larger-sized paper; these must also be PDF files.
- 4.2.2 The response must not contain macros or hyperlinks to external locations.
- 4.2.3 The cover letter shall be a scanned image that includes the signature of an individual authorized to represent the Respondent.
- 4.2.4 Please omit clutter such as dramatic-but-vague marketing materials, testimonials, etc.

4.3 Delivery of the Response

- 4.3.1 Submit the response document as an email attachment (35 MB maximum size),
to: gwacker@lasd.org

If your documentation exceeds the above limit, you may compress the files using a universal tool of your choosing that will allow us to “unzip” the file(s).

- 4.3.2 To ensure that the response is properly recognized, the email message’s subject line shall be:

“Response to RFI No. 715-SH for Civil-Enforcement Software”

- 4.3.3 The email message’s body should not contain any material other than a sentence indicating that the response is attached. Anything else may be disregarded at County’s sole discretion.

4.4 Response Due Date and Time

- 4.4.1 County requests that responses be sent before **5:00 p.m. Pacific Daylight Time on May 3, 2022**. County may, at its sole convenience and discretion, refuse to accept or review responses submitted after the due date and time.

5. Other Information

5.1 Proprietary Information

- 5.1.1 Responses to this RFI shall become the exclusive property of the County. Respondents should be aware that the information provided will be analyzed and may appear in various reports and/or requests, with the exception of those parts

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of each submission which meet the definition of “Trade Secret” and are plainly marked as “Trade Secret” or “Proprietary”.

- 5.1.2 County shall not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if disclosure is required or permitted under California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the submission as confidential shall not be deemed sufficient notice of exception. **Respondents must specifically label only those provisions of the submission which are “Trade Secrets” or “Proprietary” in nature.**

5.2 County’s Communication with Respondents

- 5.2.1 County will communicate with Respondents by replying to the email address which delivered the response. County will disregard any other email addresses noted in the response.
- 5.2.2 Information received in response to this RFI may be used in the preparation of a Request for Proposals (RFP), Invitation for Bids (IFB), or another County method for soliciting services. Respondents to this RFI will be notified by the County of a future solicitation if and when issued.

5.3 Additional Respondent Information

- 5.3.1 All Respondents to this RFI may be invited by County to provide a non-competitive presentation (not to exceed four hours in length) to clarify and further discuss the software and the pros/cons of various approaches for providing, hosting, implementing, maintaining, and supporting the software. Such presentations will be conducted via Microsoft Teams or WebEx to facilitate sharing of screens if such sharing is needed.