County of Los Angeles
Sheriff's Department Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754-2169

LEROY D. BACA, SHERIFF

September 27, 2012

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Dear Supervisors:

ADVANCE NOTIFICATION OF INTENT TO EXTEND AN EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER AND INCREASE THE MAXIMUM WORK ORDER AMOUNT FOR THE MODIFIED AUTOMATED PROCESS AND ACCOUNTING SYSTEM

This letter is to notify the Board of our intent to request the Los Angeles County Internal Services Department (ISD) to extend Information Technology Support Services Master Agreement (ITSSMA) Work Order N01-0155 (work order) with Sierra Systems Incorporated (Sierra) for six months, from March 30, 2013, to September 30, 2013, and increase the maximum Work Order amount by $414,000 from $4,039,200 to $4,453,200. This Work Order extension will continue maintenance services for the Modified Automated Process and Accounting System (MAPAS), an existing mission-critical system in the Los Angeles County Sheriff's Department (Department). Extending this Work Order is intended as a short-term measure while the Department pursues a sole-source Board contract for continued MAPAS maintenance, at which time this Work Order will be terminated. Ultimately, MAPAS will be entirely replaced by a new Automated Civil Enforcement System (ACES). ACES contract negotiations are currently near completion; the full cut-over from MAPAS to ACES is expected in mid-2014. By extending this Work Order, and then obtaining a sole-source Board contract for ongoing MAPAS maintenance, MAPAS will be continuously supported until the cut-over to ACES.

This is the final amendment of this Work Order; there will be no future requests to extend the period of performance or increase the maximum total amount. The Department will return to the Board seeking a Board Contract for MAPAS maintenance services needed beyond this Work Order extension.

In accordance with the ITSSMA guidelines, prior Board notice is required for projects that will exceed $300,000. The Board was previously advised by my office when this project exceeded the $300,000 threshold. There is no net cost to Los Angeles County (County), as funding is entirely covered by special-funds revenue generated from the performance of civil and criminal process services.

BACKGROUND

MAPAS Functions: MAPAS is a mission-critical, case-management software application, supporting the Department's responsibility to serve protective orders (restraining orders); carry out court-ordered garnishments, evictions, and property seizures and sales; serve process (including criminal subpoenas); and perform other civil-enforcement activities. MAPAS provides cashiering and accounting functions for fee deposits, accruals, and receipts; trust-fund collections and disbursements; and third-party pass-through transactions, with over two million trust-fund disbursements per year. MAPAS calculates the balance owed by debtors to creditors based on court judgment amounts, accrued interest, collections received, disbursements made, third-party costs, third-party claims, bankruptcy actions, writ expiration dates, etc. MAPAS interfaces with the County's Auditor-Controller's Trust Warrant Writing System.

MAPAS Users: Approximately 400 users at 20 courthouses and other sites access MAPAS over the County's computer network.

Future of MAPAS: MAPAS is a 25-year-old "legacy" system built on an obsolescent technical platform. The Department has been actively moving forward with plans to replace MAPAS with the new system, ACES. However, the ACES procurement process has taken longer than originally expected. We are currently in contract negotiations with the selected vendor for ACES and expect to complete those negotiations shortly. After the ACES contract is executed, we anticipate that it will take 18 months to roll out ACES to the point where MAPAS can be completely phased out. In the meantime, MAPAS will require ongoing maintenance services, which are currently being provided under this Work Order. Extending this Work Order will enable the Department to continue receiving MAPAS maintenance services without a lapse. To continue MAPAS maintenance beyond this Work Order extension, we will return to the Board to secure a Board Contract.

SCOPE OF WORK

The scope of the amended Work Order includes ongoing maintenance and necessary enhancement of the MAPAS software application. The specific tasks and applicable schedule timelines will be determined by the Department's Project Manager. Work will be billed on a time and materials basis. Hourly rates will remain the same. The County will only be billed for the actual hours used. Enhancements will be designed to be usable by ACES as well.

JUSTIFICATION

Critical Need: The availability of MAPAS is critical to the Department's civil-enforcement operations and the accounting for large sums of trust monies that need to be transferred to the Los Angeles County's Auditor-Controller automatically on a daily basis.

Current Contractor's Unique Capabilities: Sierra, the current vendor, was originally selected through a competitive Work Order solicitation in 2001, and has performed within the requirements of the Work Order. MAPAS is composed of many complex modules that would be difficult and time-consuming for a new contractor to learn. Sierra has extensive experience and knowledge of the system and there is no County staff available to support this system. In addition, Sierra's staff is available 24/7 in case of an unplanned system downtime.

Short Time Horizon: The requested amendment of this Work Order will enable the Department to continue to provide for necessary MAPAS maintenance and system enhancements during ACES contract execution and system development. This is the final amendment of this Work Order; there will be no future requests to extend the period of performance or increase the maximum total amount. The Department will return to the Board seeking a Board Contract for MAPAS maintenance services needed beyond this Work Order extension.

Concurrence: This Work Order amendment has been reviewed and approved as to form by County Counsel.

FISCAL IMPACT

There is no net cost to the County, as funding is entirely covered by special-funds revenue generated from the performance of civil and criminal process services.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing the Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from the Board within two weeks of the date of this notification, we will notify ISD to proceed with the Work Order amendment. If there are questions regarding this matter, please contact Lieutenant Christopher Reed at (626) 300-3103.

Sincerely,

LEROY D. BACA
SHERIFF

Reviewed by

RICHARD SANCHEZ
CHIEF INFORMATION OFFICER