

Consulting Services for a New Automated Civil System for Sacramento County Sheriff's Department



Case Study

The Client

Sacramento County Sheriff's Department, California

The Project

Consulting Services for the Procurement and Implementation of a New Automated Civil System

The Opportunity

The primary objective of the civil system project was to procure an automated civil system (ACS) to maximize the efficiency of the Sacramento County Sheriff's Department's (SSD) Civil Bureau's personnel and management. The ACS would provide complete, accurate, and secure information to improve customer service and public satisfaction with civil processing in the county. The scope of the ACS project would include developing requirements to be included in a request for proposal (RFP) for a new automated civil system; selecting the best vendor to meet the requirements; and executing a contract for the automated civil system.

The PCG Approach


Public Consulting Group (PCG) assisted SSD's Civil Bureau with the definitions of requirements and the development of an RFP to select a vendor for a new automated civil system (ACS). The selected vendor was Teleosoft, a software development firm from Pennsylvania. In addition to providing consulting services during the procurement of a new system, PCG was asked to provide project oversight services for the implementation of the system. As part of the services provided, a defined structure for applying oversight principles was deployed. In addition, PCG reviewed implementation processes and project documentation and evaluated them in several assessment areas, including but not limited to: project scope, project resources, development methodology and tools, and traceability of requirements.

The Civil Bureau staff and the vendor staff worked in close partnership to develop and implement the automated civil system (ACS). Once vendor selection was completed and Teleosoft was hired, the Civil Bureau requested that PCG provide project oversight services for the first year of the project implementation. The initial contract was expanded to cover the second through fifth years of implementation and augmentation. PCG's approach to meeting contracted services compliance from the vendor according to the adopted project schedule and management plan contributed to the success of the implementation.

The Result

The system went live successfully in September 2016 with all high-priority issues being addressed by the vendor in appropriate timeframes. Additionally, the County Auditor's Office completed an audit of the new system the following February and all audit issues were addressed by PCG and the teams successfully.

Learn how PCG can provide consulting services for the procurement and implementation of a new automated civil system. Contact us today!

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