

# **Contractor Alert Reporting Database Manual**



**APRIL 4, 2012**

# **TABLE OF CONTENTS**

I.	INTRODUCTION	1
II.	CRITERIA FOR PLACING A CONTRACTOR IN CARD	1
III.	SUPPORTING DOCUMENTATION FOR CARD PLACEMENT	3
IV.	PLACING A CONTRACTOR IN CARD	3
	A. Getting to the CARD table in eCAPS	4
	B. Searching to determine if the contractor is already in CARD	7
	C. Adding a new record for a contractor that is not in CARD	8
	D. Uploading supporting documentation	9
	E. Adding a record for a contractor that is already in CARD	15
	F. Updating an existing CARD record	16
	G. Potential error messages	17
V.	RESOLVING CARD ISSUES	17
VI.	USING CARD DURING THE SOLICITATION PROCESS	19
VII.	ECAPS COGNOS REPORTS	21
	EXHIBIT I – CARD NOTIFICATION LETTER SAMPLE	24
	EXHIBIT II – NON-COUNTY SERVICES EVALUATION CHECKLIST	25

## **I. INTRODUCTION**

On April 27, 2010, the Board of Supervisors directed the Chief Executive Office (CEO), Auditor-Controller (A-C), County Counsel (Counsel), and the Director of the Internal Services Department (ISD) to establish a work group to develop a mechanism to alert departments of poorly performing contractors. As a result, the County developed the Contractor Alert Reporting Database (CARD), which uses the County's existing enterprise-based eCAPS System to track poorly performing contractors.

This manual provides guidelines and instructions for using CARD. Departments are responsible for:

- Providing contractors with due process prior to placing them in CARD
- Notifying a contractor that they may be placed in CARD, and the reasons for the placement
- Placing poorly performing contractors in CARD and including adequate documentation to justify/support placement
- Notifying other County departments when a contractor has been placed in CARD
- Working with the contractor to resolve the issue(s) that resulted in placing the contractor in CARD and providing training to help prevent future non-compliance
- Updating contractor records in CARD, and
- Using CARD during each applicable contract solicitation and ongoing monitoring of existing departmental contractors

## **II. CRITERIA FOR PLACING A CONTRACTOR IN CARD**

The requirements for placing a contractor in CARD are applicable to all County contracts, unless otherwise prohibited. Departments should consider the materiality of the issues with the contractor, such as the dollar amount owed to the County, the pattern and number of occurrences, and impact to the County and public before placing a contractor in CARD. Only contractors with a significant issue(s) should be placed in CARD.

Before placing a contractor in CARD, departments must also ensure that they provide contractor with due process. Departments must respect the legal rights of contractors and provide an opportunity and a reasonable amount of time for contractors to correct the issue(s).

Contractors must meet one or more of the following criteria to be placed in CARD:

1. The Contractor owes the County for overpayments and/or questioned costs and has not entered into a repayment agreement or agreed to pay the County back, or has been referred to the Treasurer and Tax Collector for collection.
2. The contractor has not taken the appropriate steps to correct significant documented instances of contract non-compliance in a timely manner.
3. The contractor and/or their principal owners are currently debarred by other governmental entities.
  - Principal owner is any person or entity, who or which owns a 10 percent or more interest in the contractor.
  - Department must update CARD to indicate if/when the issue is resolved once the debarment period of the other government entity expires (if applicable).
4. The contractor has experienced financial, administrative, programmatic or legal issues that affect their ability to comply with the County contract requirements. Examples of these issues include, but are not limited to the following:
  - Bankruptcy
  - Loss of licenses
  - Failure to pay property or payroll taxes
  - Financial Viability concerns
  - Lack of qualified staff
  - Amount of disallowed or undocumented costs
  - Lack of required insurance
  - Poor program services
  - Assessment of any fines and/or penalties by public entities
5. The County has imposed contractual remedies against the contractor for non-compliance with the County contract requirements. Examples of contract remedies include, but are not limited to, the following:
  - Termination for default
  - Assessing liquidated damages
  - Adjusting the contractor's funding
  - Not renewing the contract

Departments can begin placing contractors that meet one or more of these criteria in CARD beginning August 1, 2011. Departments may retroactively place a contractor in CARD even if the contract expired prior to August 1, 2011 when the contractor still owes the County for overpayments and/or questioned costs. If a contractor has no pending

overpayments and/or questioned costs, and their contract expired prior to August 1, 2011, a Department should not retroactively place the contractor in CARD.

### **III. SUPPORTING DOCUMENTATION FOR CARD PLACEMENT**

After identifying a poorly performing contractor, departments must maintain documentation to support placing the contractor in CARD, and demonstrate sufficient due process was provided to the contractor. Examples (not a complete list) of supporting documentation include:

- Departmental contract monitoring reports
- Annual performance reviews
- Auditor-Controller reports
- Debarment records
- Contractor's audited financial statements
- Communication from the contractor stating their unwillingness to comply with requirements
- Communications from the department documenting collection or other efforts to resolve outstanding issues
- Bankruptcy filings
- Cancellation of required licenses, insurance, etc.

The supporting documentation must be uploaded into CARD using the instructions on page 9.

Departments may contact the Auditor-Controller's Countywide Contract Monitoring Division at (213) 253-0300 for assistance if they are not sure they have sufficient documentation to proceed with a CARD placement.

### **IV. PLACING A CONTRACTOR IN CARD**

Departments must develop internal approval procedures before placing a contractor in CARD, and must send written notification to a contractor before placing the contractor in CARD. At minimum, the department's Administrative Deputy or a designee should approve a CARD placement. To simplify the approval and notification process, departments are required to:

- Complete a standardized CARD Placement Notification Letter (see Exhibit I), including an approval signature from the Administrative Deputy/designee.
- Send the signed CARD Placement Notification Letter to the contractor ten business days before CARD placement via certified US mail and email.
- If the issue is unresolved after the ten business days, place the contractor in CARD according to the instructions below. This includes uploading the supporting

documentation justifying CARD placement (including the signed notification that was sent to the contractor). Departments may delay the CARD placement to allow the contractor additional time to resolve any issues.

- Notify the Board of Supervisors' budget deputies, their respective cluster's Board deputies, and the Countywide Contracting Network ([cardnotify@isd.lacounty.gov](mailto:cardnotify@isd.lacounty.gov)) of the CARD placement via email and attaching a copy of the signed CARD Placement Notification Letter. The Countywide Contracting Network contact will forward the notification to the network.

Instructions for placing a contractor in CARD:

A. Getting to the CARD table in eCAPS:

1. Click on Search.



2. Click on Page Search.



3. Type in CARD for the Page Code and Click on Browse.

**Page Search**

Category :

Page Type :

Description :

Page Code :

[Browse](#) [Clear](#)

	Description	Page Code
✓	<a href="#">1042-S Reporting Information</a>	1042I
	<a href="#">1042-S Reported Income</a>	1042R
	<a href="#">1042-S Type of Income</a>	1042T
	<a href="#">1042-S Withholding Allowance</a>	1042W
	<a href="#">1099 Date and Document Parameters Table</a>	1099D
	<a href="#">1099 Reporting Information</a>	1099I
	<a href="#">1099 Processing Options and Control</a>	1099P
	<a href="#">1099 Reported Income</a>	1099R
	<a href="#">Allowable Accounting Periods for Document Code</a>	AAPDC
	<a href="#">Bank Account Balance</a>	ABAL

4. Click on the Contractor Alert Reporting Database link to go to the CARD Table.

**Page Search**

Category :   
Page Type :   
Description :   
Page Code :

[Browse](#) [Clear](#)

	Description	Page Code
✓	<a href="#">Contractor Alert Reporting Database</a>	CARD

5. The following CARD table will load with a Search box.

The screenshot shows the AMS Advantage web application interface. The browser address bar displays the URL: <http://ecapn3.mrc.co.la.ca.us/>. The application title is "AMS Advantage". The main content area is titled "Contractor Alert Reporting Database". A search box is overlaid on the page, containing the following fields: Department, Reporting Code, Sub Reporting Code, and Vendor Customer. Below the search box, there are checkboxes for "Issues Exist:" and "Audits Exist:". The main interface includes a table with columns for Department, Reporting Code, Sub Reporting Code, Vendor Customer, and Legal Name. Below the table, there are sections for "Issues:" and "Unresolved Issues:", each with a list of issues and checkboxes. The "Issues:" section includes: "The contractor has not made an effort to repay the County for questioned costs.", "The contractor has not implemented a corrective action plan in a timely manner.", "The contractor's principal officers have previously been debarred.", "The contractor has material financial, administrative, programmatic or pending legal issues.", and "The County has instituted contractual remedies against the contractor." The "Unresolved Issues:" section has a checkbox. Below these sections are fields for "Contact Name:", "Contact Phone:", "Contact Email:", and "Contact Unit:". At the bottom, there is a "General Information" section with a "Comments:" field.



B. Searching to determine if the contractor is already in CARD:

1. Type in the Vendor Customer number and press Enter.

Contractor Alert Reporting Database

Department Reporting Code Sub Reporting Code Vendor Customer Legal Name

First Prev Next Last Attachments

http://ecapn3.mrc.co.la.ca.us/ - Search...

Department:   
 Reporting Code:   
 Sub Reporting Code:   
 Vendor Customer: 004570

Issues Exist:   
 Audits Exist:

Issues:

- The contractor has not made an effort to repay the County for questioned costs.
- The contractor has not implemented a corrective action plan in a timely manner.
- The contractor's principal officers have previously been debarred.
- The contractor has material financial, administrative, programmatic or pending legal issues.
- The County has instituted contractual remedies against the contractor.

Issue Date: Resolved: Resolved Date:

Contact Name:  Contact Phone:   
 Contact Email:  Contact Unit:

General Information

Comments:

2. The following page will load with zero (the contractor is not in CARD), one or several records (as in the example below) for the contractor.

Contractor Alert Reporting Database

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name
AN	74605	BS01	004570	D & D DISPOSAL, INC.
IS	67172	OP01	004570	D & D DISPOSAL, INC.
IS	74740	BS01	004570	D & D DISPOSAL, INC.
IS	74770	BS01	004570	D & D DISPOSAL, INC.
PK	74755	BS01	004570	D & D DISPOSAL, INC.
PK	74755	OP01	004570	D & D DISPOSAL, INC.
PK	74755	OP02	004570	D & D DISPOSAL, INC.
PK	74755	OP03	004570	D & D DISPOSAL, INC.

First Prev Next Last Attachments

Save Undo Delete Insert Copy Paste Search

Contract Information

Department: AN Record Create Date: 12/23/2010 Issues Exist:   
 Reporting Code: 74605 Reporting Active:  Audits Exist:   
 Sub Reporting Code: BS01 Sub Reporting Active:   
 Vendor Customer: 004570 Legal Name: D & D DISPOSAL, INC.

Issues Information

General Information

Top

C. Adding a new record for a contractor that is not in CARD:

1. Go to the CARD table, close the search box and click on “Insert.”

The screenshot shows the 'Contractor Alert Reporting Database' interface. The top navigation bar includes 'Welcome, Annual Close', 'Accounts Payable', 'Accounts Receivable', and 'General Accounting'. The left sidebar has 'Close', 'Issues', and 'Audits' sections. The main area has a menu with 'Department', 'Reporting Code', 'Sub Reporting Code', 'Vendor Customer', and 'Legal Name'. Below the menu is a toolbar with 'Save', 'Undo', 'Delete', 'Insert', 'Copy', 'Paste', and 'Search'. The 'Insert' button is highlighted with a red box. The form below contains sections for 'Contract Information', 'Issues Information', and 'General Information'. The 'Contract Information' section has fields for Department, Reporting Code, Sub Reporting Code, Vendor Customer, and Legal Name, along with checkboxes for 'Issues Exist', 'Reporting Active', 'Sub Reporting Active', and 'Audits Exist'. The 'Issues Information' section has a list of issues with checkboxes and date fields for 'Issue Date', 'Resolved', and 'Resolved Date'. The 'General Information' section has a 'Comments' text area.

2. Enter the Department, Reporting Code, Sub Reporting Code, and Vendor Customer. Also, click the check boxes for the relevant Issues, enter the Issue Date(s), and enter the contact information for the person who should be contacted regarding the CARD record. A comments box is provided but should rarely be used and only to provide factual information supported by documentation (see the note on page 16 about the Comments box). Click Save.

The screenshot shows the 'Contractor Alert Reporting Database' interface with the 'Save' button highlighted in the top menu bar. The form is filled with data: Department is 'IS', Reporting Code is '67172', Sub Reporting Code is 'OP01', and Vendor Customer is '004570'. The 'Issues Information' section has the first issue checked, with an 'Issue Date' of '06/12/2002'. The 'Contact Information' section is filled with 'Contact Name: LESLIE FOXVOG', 'Contact Phone: 323-267-2143', 'Contact Email: LFOXVOG@ISD.LACOUNTY.GOV', and 'Contact Unit: EXECUTIVE OFFICE'. The 'General Information' section has an empty 'Comments' text area.

3. After saving, the highlighted areas will be automatically populated.

Contractor Alert Reporting Database

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name
IS	67172	OP01	004570	D & D DISPOSAL, INC.

Save Undo Delete Insert Copy Paste Search

**Contract Information**

\*Department: IS      Record Create Date: 03/28/2011      Issues Exist:   
 \*Reporting Code: 67172      Reporting Active:       Audits Exist:   
 \*Sub Reporting Code: OP01      Sub Reporting Active:   
 \*Vendor Customer: 004570      Legal Name: D & D DISPOSAL, INC.

**Issues Information**

Issues:	Issue Date:	Resolved:	Resolved Date:
<input checked="" type="checkbox"/> The contractor has not made an effort to repay the County for questioned costs.	06/12/2002	<input type="checkbox"/>	
<input type="checkbox"/> The contractor has not implemented a corrective action plan in a timely manner.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor's principal officers have previously been debarred.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor has material financial, administrative, programmatic or pending legal issues.		<input type="checkbox"/>	
<input type="checkbox"/> The County has instituted contractual remedies against the contractor.		<input type="checkbox"/>	

Unresolved Issues:

Contact Name: LESLIE FOXVOG      Contact Phone: 323-267-2143  
 Contact Email: LFOXVOG@ISD.LACOUNTY.GOV      Contact Unit: EXECUTIVE OFFICE

**General Information**

Comments:

4. Click on Audits to go to the Audits Page and upload supporting documentation by following the instructions below.

Contractor Alert Reporting Database

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name
IS	67172	OP01	004570	D & D DISPOSAL, INC.

Save Undo Delete Insert Copy Paste Search

**Contract Information**

\*Department: IS      Record Create Date: 03/28/2011      Issues Exist:   
 \*Reporting Code: 67172      Reporting Active:       Audits Exist:   
 \*Sub Reporting Code: OP01      Sub Reporting Active:   
 \*Vendor Customer: 004570      Legal Name: D & D DISPOSAL, INC.

**Issues Information**

Issues:	Issue Date:	Resolved:	Resolved Date:
<input type="checkbox"/> The contractor has not made an effort to repay the County for questioned costs.	06/12/2002	<input type="checkbox"/>	
<input type="checkbox"/> The contractor has not implemented a corrective action plan in a timely manner.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor's principal officers have previously been debarred.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor has material financial, administrative, programmatic or pending legal issues.		<input type="checkbox"/>	
<input type="checkbox"/> The County has instituted contractual remedies against the contractor.		<input type="checkbox"/>	

Unresolved Issues:

Contact Name: LESLIE FOXVOG      Contact Phone: 323-267-2143  
 Contact Email: LFOXVOG@ISD.LACOUNTY.GOV      Contact Unit: EXECUTIVE OFFICE

**General Information**

Comments:

D. Uploading supporting documentation:

1. To upload any supporting documents for an Issue other than audit/monitoring reports or related documents (e.g., the CARD Placement Notification Letter), go to the contractor's Issues Page, select the relevant CARD record, and click on

the Attachments link. (To upload audit/monitoring reports or related documents go to step 8.)

**Contractor Alert Reporting Database**

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name
AN	74605	BS01	004570	D & D DISPOSAL, INC.
AU	73670	BS01	000088	ICBM INCORPORATED
AU	73672	BS01	000088	ICBM INCORPORATED
AU	73699	BS01	000088	ICBM INCORPORATED
AU	74506	BS01	119460	WHATMAN INC.
AU	74782	BS01	507132	AMERICAN MANAGEMENT SYSTEMS
CH	70986	OP03	501187	HATHAWAY CHILDREN SERVICES
IS	67172	OP01	004570	D & D DISPOSAL, INC.
IS	74740	BS01	004570	D & D DISPOSAL, INC.
IS	74770	BS01	004570	D & D DISPOSAL, INC.

First Prev Next Last **Attachments**

Save Undo Delete Insert Copy Paste Search

**Contract Information**

Department: AN Record Create Date: 12/23/2010 Issues Exist:

Reporting Code: 74605 Reporting Active:  Audits Exist:

Sub Reporting Code: BS01 Sub Reporting Active:

Vendor Customer: 004570 Legal Name: D & D DISPOSAL, INC.

Issues Information

General Information

Top

2. Click on Upload.

**Reference Table Attachments**

File Name	Type	Date	User ID
-----------	------	------	---------

First Prev Next Last

**Upload**

Download

Delete

File Name : Description :

Type :

Date :

User ID :

Return

View Attachment History

3. Click on Browse.

**Upload Attachment**

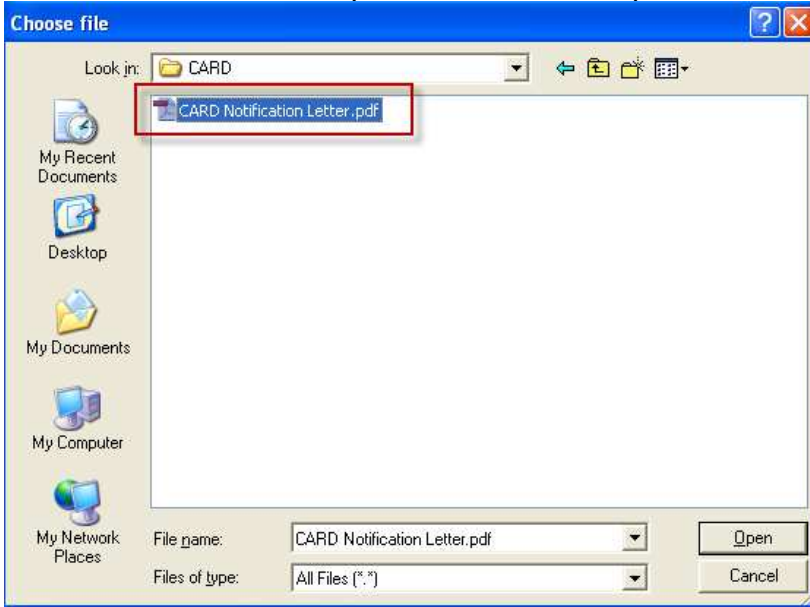
Upload Cancel

Attachment File :  Browse...

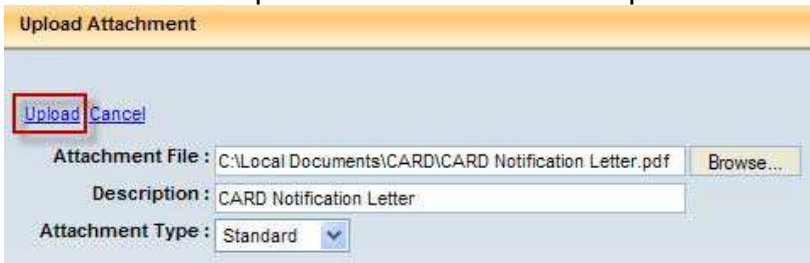
Description :

Attachment Type : Standard

4. Select the file to be uploaded and click Open.



5. Enter a Description of the file and click Upload.



6. Repeat steps 2 thru 5 to upload additional supporting documents for an Issue.

7. Click Return to go back to the Issues Page.

8. To upload an audit or monitoring report to a CARD record, go to the Audits Page and click on Insert.





- Enter the Audit Name, Organization, Date, URL (optional), and the Contact Information. A comments box is provided but should rarely be used and only to provide factual information supported by documentation (see the note on page 16 about the Comments box). Click Save.

Contractor Alert Reporting Database

Audits

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name	Audit Name	Audit Number
IS	67172	OP01	004570			

First Prev Next Last [Attachments](#)

Save Undo Delete Insert Copy Paste Search

Contract Information

Department: IS Record Create Date: 03/28/2011

Reporting Code: 67172 Reporting Active:

Sub Reporting Code: OP01 Sub Reporting Active:

Vendor Customer: 004570 Legal Name:

Audit & Legal Information

Audit Name: NATURAL, BUILDING MAINTENANCE CUSTODIAL CONTR Audit Date: 06/12/2002

Audit Organization: DITOR-CONTROLLER, CONTRACT MONITORING DIVISION Audit Number:

Audit URL: http://file.lacounty.gov/Auditor/audit\_reports/interma%205

Audit Contact Information

Contact Name: DON CHADWICK Contact Phone: 213-253-0301

Contact Email: DCHADWICK@AUDITOR.LACOUNTY.GOV Contact Unit: CONTRACT MONITORING DIVISION

County Counsel Contact Information

Contact Name: Contact Phone:

Contact Email: Contact Unit:

General Information

Comments:

- Click on the Attachments link to upload attachments.

Contractor Alert Reporting Database

Audits

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name	Audit Name	Audit Number
IS	67172	OP01	004570	D & D DISPOSAL, INC.	NATURAL, BUILDING MAINTENANCE CUSTODIAL CONTRACT	1

First Prev Next Last [Attachments](#)

Save Undo Delete Insert Copy Paste Search

Contract Information

Department: IS Record Create Date: 03/28/2011

Reporting Code: 67172 Reporting Active:

Sub Reporting Code: OP01 Sub Reporting Active:

Vendor Customer: 004570 Legal Name: D & D DISPOSAL, INC.

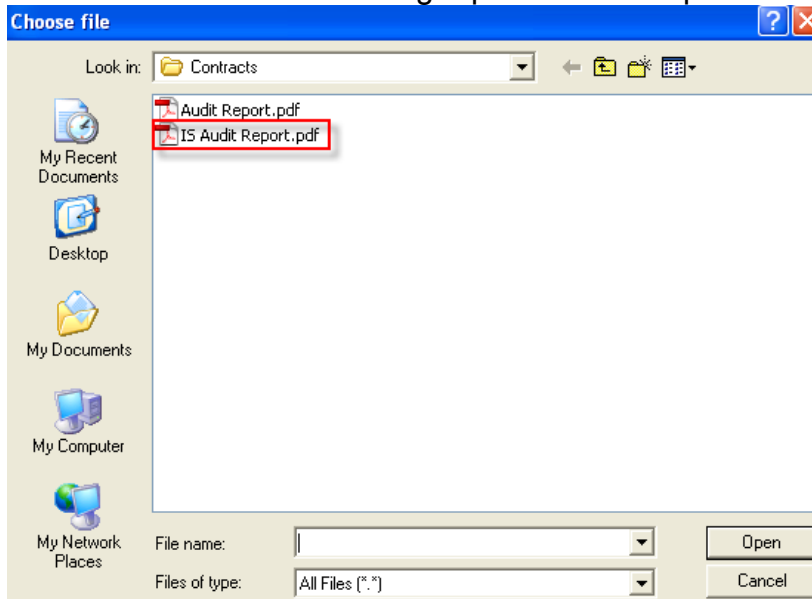
11. Click on Upload.



12. Click on Browse.



13. Select the audit/monitoring report file to be uploaded and click Open.



14. Enter a Description of the file and click Upload.



Upload Attachment

[Upload](#) [Cancel](#)

Attachment File : H:\eCAPS\Contracts\IS Audit Report.pdf [Browse...](#)

Description : Audit Report

Attachment Type : Standard

15. Repeat steps 11 thru 14 to upload any additional files relevant to the audit/monitoring report (i.e., communications with the contractor, corrective action plans, follow-up reports, etc.).

16. Click Return to go back to the Audits Page.



Reference Table Attachments

File Name	Type	Date	User ID
✓ IS Audit Report.pdf	Standard	11/3/10	e402204

First Prev Next Last

[Upload](#)  
[Download](#)  
[Delete](#)

File Name : IS Audit Report.pdf Description : Audit Report

Type : 1

Date : 11/3/10

User ID : e402204

[Return](#)

[View Attachment History](#)

17. Repeat steps 8 thru 16 to upload another audit/monitoring report for the CARD record.



E. Adding a record for a contractor that is already in CARD:

1. Check the Department, Reporting Code, and Sub Reporting Code fields in the contractor's CARD record list to determine if there is a record for the contract to be added into CARD.

The screenshot displays the 'Contractor Alert Reporting Database' interface. On the left is a navigation menu with options: Close, Issues (checked), Contract Information, Issues Information, General Information, and Audits. The main area shows a table with the following data:

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name
AN	74605	BS01	004570	D & D DISPOSAL, INC.
IS	67172	OP01	004570	D & D DISPOSAL, INC.
IS	74740	BS01	004570	D & D DISPOSAL, INC.
IS	74770	BS01	004570	D & D DISPOSAL, INC.
PK	74755	BS01	004570	D & D DISPOSAL, INC.
PK	74755	OP01	004570	D & D DISPOSAL, INC.
PK	74755	OP02	004570	D & D DISPOSAL, INC.
PK	74755	OP03	004570	D & D DISPOSAL, INC.

Below the table are navigation links: First, Prev, Next, Last, and Attachments. A toolbar includes Save, Undo, Delete, Insert, Copy, Paste, and Search. The 'Contract Information' section is expanded, showing the following fields:

- Department: AN
- Reporting Code: 74605
- Sub Reporting Code: BS01
- Vendor Customer: 004570
- Record Create Date: 12/23/2010
- Legal Name: D & D DISPOSAL, INC.
- Issues Exist:
- Reporting Active:
- Sub Reporting Active:
- Audits Exist:

Below these fields are sections for 'Issues Information' and 'General Information', each with a right-pointing arrow. A 'Top' link is at the bottom left of the main area. A logo with the letters 'e', 'A', 'P', 'S' is in the bottom left corner of the interface.

2. If a record exists for the contract, follow the instructions on page 15 to update an existing record. If not, add a new CARD record as shown on page 7.

F. Updating an existing CARD record:

1. Update the CARD record's Issues Page by adding additional Issues, revising the contact information or by entering comments and then click Save.

Contractor Alert Reporting Database

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name
IS	67172	OP01	004570	BLANK

First Prev Next Last Attachments

Save Undo Delete Insert Copy Paste Search

**Contract Information**

Department: IS Record Create Date: 03/28/2011 Issues Exist:

Reporting Code: 67172 Reporting Active:  Audits Exist:

Sub Reporting Code: OP01 Sub Reporting Active:

Vendor Customer: 004570 Legal Name: BLANK

**Issues Information**

Issues:	Issue Date:	Resolved:	Resolved Date:
<input checked="" type="checkbox"/> The contractor has not made an effort to repay the County for questioned costs.	06/12/2002	<input type="checkbox"/>	
<input checked="" type="checkbox"/> The contractor has not implemented a corrective action plan in a timely manner.	07/01/2011	<input type="checkbox"/>	
<input type="checkbox"/> The contractor's principal officers have previously been debarred.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor has material financial, administrative, programmatic or pending legal issues.		<input type="checkbox"/>	
<input type="checkbox"/> The County has instituted contractual remedies against the contractor.		<input type="checkbox"/>	

Unresolved Issues:

Contact Name: LESLIE FOXVOG Contact Phone: 323-267-2143

Contact Email: LFOXVOG@ISD.LACOUNTY.GOV Contact Unit: EXECUTIVE OFFICE

**General Information**

Comments:

2. Update the CARD record's Audits Page by uploading additional documents, revising the Audit Name, Date, Organization or contact information or by entering comments and then click Save.

Contractor Alert Reporting Database

Audits

Department	Reporting Code	Sub Reporting Code	Vendor Customer	Legal Name	Audit Name	Audit Number
IS	67172	OP01	004570	D & D DISPOSAL, INC.	NATURAL, BUILDING MAINTENANCE CUSTODIAL CONTRACT	1
IS	67172	OP01	004570			

First Prev Next Last Attachments

Save Undo Delete Insert Copy Paste Search

**Contract Information**

Department: IS Record Create Date: 03/28/2011

Reporting Code: 67172 Reporting Active:

Sub Reporting Code: OP01 Sub Reporting Active:

Vendor Customer: 004570 Legal Name:

**Audit & Legal Information**

Audit Name: EXTERNAL AUDIT Audit Date: 11/1/2010

Audit Organization: KPMG Audit Number:

Audit URL:

**Audit Contact Information**

Contact Name: LARRY GREEN Contact Phone: 323-881-3159

Contact Email: Contact Unit:

**County Counsel Contact Information**

Contact Name: Contact Phone:

Contact Email: Contact Unit:

**General Information**

Comments:

#### G. Potential error messages:

1. LAC30: Contract is not valid. The Department Code, Reporting Code, Sub Reporting Code, and Vendor must be on the Contract Extension Table.
2. LAC34: Issue/Resolved Date must be entered when Issue/Resolved checkbox is checked.
3. LAC35: Issue/Resolved Date cannot be entered unless Issue/Resolved checkbox is checked.
4. LAC38: Resolved Date cannot come before Issue Date.
5. LAC39: Please specify at least one Issue. CARD entries should have at least one issue.
6. LAC40: Department/Reporting Code/Sub Reporting Code/Vendor Customer field is required. These fields must be entered.
7. LAC42: Contact Name and Contact Phone must be entered if any Issues are checked.
8. LAC43: Audit Name is required when Audit Information is entered.
9. A unique index was violated. Either a duplicate record was inserted, or a unique attribute was modified.

Note: A comments box is provided on the Issues Page and Audits Page if a department needs to include an explanation of a rare circumstance (e.g., a resolved issue becoming a current issue again). The comments box should rarely be used and only to provide factual information supported by documentation. Departments should not make negative commentary or state opinions about a contractor in the comments box.

## V. **RESOLVING CARD ISSUES**

In addition to providing contractors with due process before they are placed in CARD, departments must also allow contractors an opportunity to resolve any of the issues indicated in the contractors' CARD records. The CARD Placement Notification Letter that is sent to contractors before they are placed in CARD provides contractors with departmental contact information to resolve outstanding CARD issues. If a contractor expresses interest in resolving any issues, departments should work with the contractor and indicate the steps necessary to resolve the issues. Any letter or email a contractor sends to the department that placed them in CARD should be replied to timely.

Once a contractor has taken the steps necessary to resolve one or more of their CARD issues, the department should follow the steps below to update the contractor's CARD

records. After updating CARD, the department must notify the contractor that their CARD record is updated. In doing so, departments must not state that the contractor is/was removed from CARD, since the contractor will remain in CARD with the issue(s) updated to indicate a “resolved” status.

The following are instructions for updating a contractor’s CARD record for an issue that has been resolved:

1. Go to the appropriate Issues Page, check the related Resolved box, and enter the Resolved Date. Click Save.

The screenshot shows the 'Contractor Alert Reporting Database' interface. The left sidebar has 'Issues' selected. The main area shows details for a contractor: Department: CH, Reporting Code: 70986, Sub Reporting Code: OP03, Vendor Customer: 501187, Legal Name: HATHAWAY CHILDREN SERVICES. The 'Issues Information' section contains a table of issues:

Issue	Issue Date	Resolved	Resolved Date
<input checked="" type="checkbox"/> The contractor has not made an effort to repay the County for questioned costs.	04/07/2009	<input checked="" type="checkbox"/>	09/30/2010
<input type="checkbox"/> The contractor has not implemented a corrective action plan in a timely manner.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor's principal officers have previously been debarred.		<input type="checkbox"/>	
<input type="checkbox"/> The contractor has material financial, administrative, programmatic or pending legal issues.		<input type="checkbox"/>	
<input type="checkbox"/> The County has instituted contractual remedies against the contractor.		<input type="checkbox"/>	

Below the table, there are fields for 'Unresolved Issues' (checked), 'Contact Name' (JENNIFER LOPEZ), 'Contact Phone' (213-351-3286), 'Contact Email' (JLOPEZ@DCFS.LACOUNTY.GOV), and 'Contact Unit' (EXECUTIVE OFFICE). A 'Comments' section is also visible at the bottom.

2. Upload documentation demonstrating that each Issue was resolved (see instructions for uploading documents above).

If a resolved issue becomes a current issue again, departments should go to the Issue Page, unclick "resolved", delete the resolved date, update the issue date to indicate the date of the current issue, and update the contact information (if necessary). Departments must also upload additional supporting documentation for the current issue and type a brief note in the Comments section about the resolved issue becoming a current issue again. However, departments must not remove the historical supporting documentation.

## VI. USING CARD DURING THE SOLICITATION PROCESS

### New Solicitation Language

To ensure proposers are aware of the CARD review, departments must include the following standard language in their new solicitation documents, where a proposer's performance history is reviewed as part of the evaluation process, as of August 1, 2011:

#### *X.X.X Proposer's Qualifications ( \_\_%)*

- 1. Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required services based on information provided in Section X.X of the proposal.*
- 2. Proposer will be evaluated on the verification of references provided in Section X.X of the proposal. In addition to the references provided, a review will include the County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions.*
- 3. A review will be conducted to determine the significance of any litigation or judgments pending against the Proposer as provided in Section X.X of the proposal.*

### New Contract Language

Departments must also include the standard language in new contracts and amendments beginning on August 1, 2011:

*The County maintains databases that track/monitor contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a contract term extension option.*

Executed contracts do not need to be amended. However, departments must ensure that they notify poorly performing contractors about CARD during their monitoring process and before sending a CARD Placement Notification Letter to a contractor.

### New Evaluation Procedures

For County contract solicitations where a proposer's performance history is scored as part of the evaluation process, departments must add a CARD review to their evaluation procedures for solicitations released with the new solicitation language above. The CARD review must include (1) searching CARD to determine if proposers have been placed in CARD and (2) contacting proposers' non-County references to identify any

issues that may exist that are similar to the CARD criteria. Proposers that have been placed in CARD or provided non-County references who indicate and provide documentation that the proposer has issues similar to the CARD criteria will receive deductions from the points awarded in their performance history evaluation.

The following are instructions for completing the CARD review:

1. Searching CARD for proposers – Whether or not proposers include a County department as a reference in their proposals, departments must search CARD to determine if a County department has placed the proposers in CARD. Departments should identify any business names the proposers may use and determine if they are in CARD by reviewing the eCAPS Cognos report titled “CARD Contractor List” (see the eCAPS Cognos Reports section beginning on page 20) or by searching CARD for each individual proposer (see instructions on page 6).
  - a. If the proposer is not in CARD, departments can skip the remaining steps for searching CARD, and begin contacting the proposer’s non-County references (see instructions below) to determine if any CARD-related issues exist.
  - b. If the proposer is in CARD, departments must review all of the proposer’s CARD records and:
    - i. Determine the proposer’s total number of active (unresolved) CARD issues. In addition, determine the total number of resolved CARD issues within the last five years. If there are no active issues and less than three resolved issues within the last five years, departments can skip the remaining steps for searching CARD and begin contacting the proposer’s non-County references (see instructions below).
    - ii. Call and/or email the County contact person for any active CARD issues to confirm that they are still active. Since the maximum deduction to the performance history evaluation score is reached when a proposer has two confirmed active CARD issues, there is no need to confirm the status of additional active CARD issues once two active issues have been confirmed.
2. Contacting non-County references – A proposer may include a non-County reference in their proposal. Departments must:
  - a. Obtain/complete (via US mail, email or telephone) a Non-County Services Evaluation Checklist – CARD (see Exhibit II) for the non-County references to ensure all proposers are evaluated consistently based on the CARD criteria.
  - b. Review all of the responses from the proposer’s references and ensure that any CARD-related issues are supported with adequate documentation. Determine the proposer’s total number of active CARD-related issues that are adequately

documented and the total number of resolved CARD-related issues within the last five years that are adequately documented.

3. Add the proposer's total number of active CARD issues and active CARD-related issues from non-County references. In addition, add the total number of resolved CARD issues within the last five years and resolved CARD-related issues from non-County references within the last five years. If there are no active issues and less than three resolved issues within the last five years, no points are deducted. Otherwise, deduct points from the proposer's performance history evaluation score based on one of the following criteria (select the largest deduction possible):
  - a. If there are at least two confirmed active issues, deduct 100% of the total points awarded for the performance history evaluation section.
  - b. If there is one confirmed active issue, deduct 75% of the total points awarded for the performance history evaluation section.
  - c. If all of the issue(s) are resolved, deduct 25% of the total points awarded for the performance history section if the contractor has three or more issues that were resolved within the last five years.

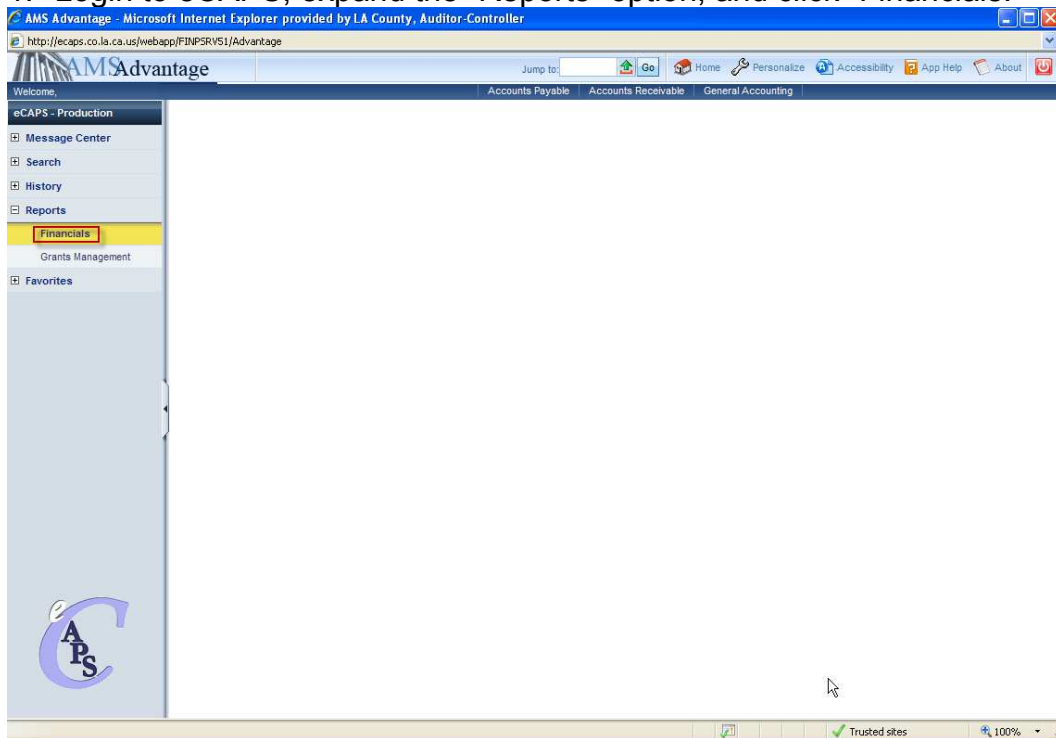
A department must provide justification in their Board letter if the recommended contractor has an active CARD issue.

Note: Departments may not deduct any points in other performance history evaluation components for the issue(s) that resulted in a CARD-related deduction. As a result, departments should require proposers to provide alternate references. In the event that a proposer provides a County reference that placed the proposer in CARD or a non-County reference that identified CARD-related issues, the department should evaluate the proposer using an alternate reference to prevent the proposer from losing evaluation points twice for the same issue(s).

## **VII. ECAPS COGNOS REPORTS**

Two scheduled reports are available to departments in eCAPS. The first report named "CARD Contractor List" is a cumulative report of all contractors that have been placed into CARD. The second report named "CARD Contractors with Active Issues" is similar to the first report but only includes contractors that have one or more unresolved issues in CARD. To access the reports:

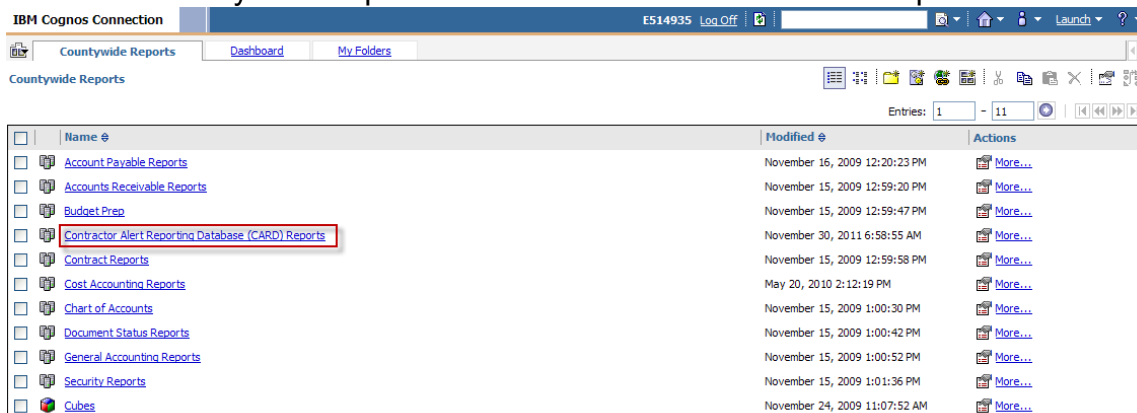
1. Login to eCAPS, expand the “Reports” option, and click “Financials.”



2. If the IBM Cognos front screen opens, click “IBM Cognos content.”

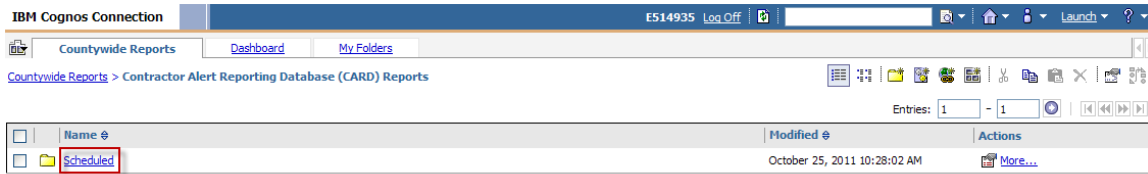


3. Select Countywide Reports and click the link for the CARD reports.

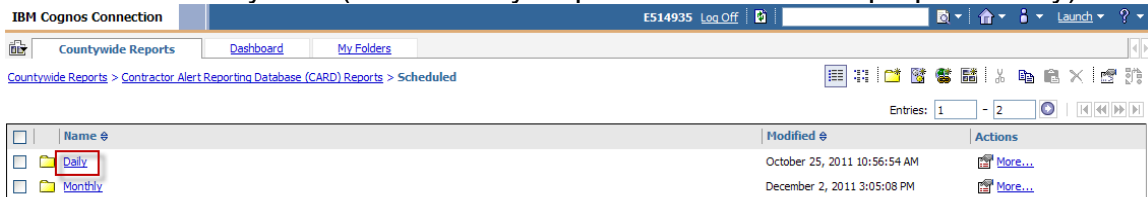




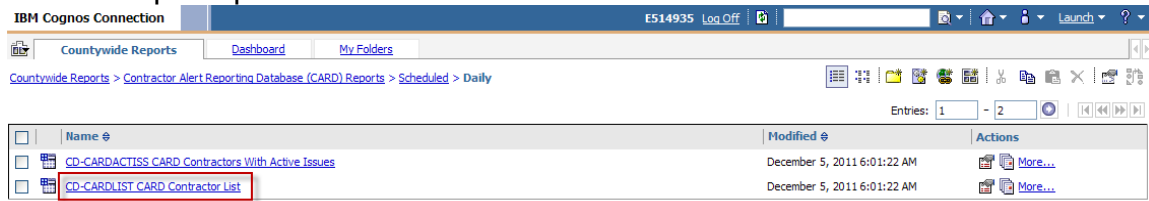
4. Click the “Scheduled” link.



5. Click the “Daily” link (the “Monthly” reports are for archive purposes only).



6. Click the “CARD Contractor List” link for a comprehensive list of every contractor in CARD. If your computer has a pop-up blocker installed, you may need to hold down the “CTRL” button on your keyboard as you click the link and then continue holding it until the report spreadsheet loads.



If you only want to view contractors with active issues in CARD, click the appropriate link during step 6.

**CARD PLACEMENT NOTIFICATION LETTER SAMPLE**

*DEPARTMENT LETTERHEAD*

DATE

TO: *CONTRACTOR*

FROM: *DEPARTMENT REPRESENTATIVE*  
*DEPARTMENT NAME*

SUBJECT: **CONTRACTOR ALERT REPORTING DATABASE PLACEMENT NOTIFICATION**

This letter serves as notification that unless *CONTRACTOR* resolves an outstanding contract issue by *DATE* , *CONTRACTOR* will be placed on the County of Los Angeles' Contractor Alert Reporting Database (CARD). CARD placement is a result of *CONTRACTOR* meeting one or more of five CARD criteria. The CARD criteria applicable to *CONTRACTOR* is/are checked below:

- Contractor owes the County for overpayments and/or questioned costs and has not entered into a repayment agreement or agreed to pay the County back, or has been referred to the Treasurer and Tax Collector for collection.
- Contractor has not taken the appropriate steps to correct significant documented instances of contract non-compliance in a timely manner.
- Contractor and/or principal owners are currently debarred by other governmental entities (contractor/principal owners must notify the County when the debarment period expires).
- Contractor has experienced financial, administrative, programmatic or legal issues that affect their ability to comply with the County contract requirements.
- County has imposed contractual remedies against the contractor for non-compliance with the County contract requirements.

CARD will be used when evaluating the performance history of a contractor participating in a County contract solicitation. Therefore, placement in CARD may negatively affect *CONTRACTOR*'s score during future contract solicitation evaluations. Our prior efforts and requests for *CONTRACTOR* to resolve the issue(s) above have been unsuccessful. To avoid CARD placement, *CONTRACTOR* must resolve the above issue(s) by *DATE*. If you have any questions, please contact:

*NAME(S)*  
*ADDRESS*  
*PHONE*  
*EMAIL*

---

*ADMINISTRATIVE DEPUTY/DESIGNEE SIGNATURE*

ANALYST NAME \_\_\_\_\_  
 SOLICITATION # \_\_\_\_\_

**NON-COUNTY SERVICES EVALUATION CHECKLIST – CARD**

Firm Name:	
Services Provided:	
Contracting Agency:	
Agency Contact and Title:	Telephone/Email:
Evaluation Period From:	To:

<b>CARD CRITERIA</b>	<b>ACTIVE ISSUE</b>	<b>ISSUE RESOLVED IN THE LAST 5 YEARS</b>
1. The Contractor owes your agency/company for overpayments and/or questioned costs and has not entered into a repayment agreement or agreed to pay you back, or has been referred to collection.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
2. The contractor has not taken the appropriate steps to correct significant documented instances of contract non-compliance in a timely manner.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
3. The contractor and/or their principal owners are currently debarred by other governmental entities. • Principal owner is any person or entity who or which owns a 10 percent or more interest in the contractor.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
4. The contractor has experienced financial, administrative, programmatic or legal issues that affect their ability to comply with your contract requirements. Examples of these issues include, but are not limited to, the following: • Bankruptcy • Loss of licenses • Failure to pay property or payroll taxes • Financial Viability concerns • Lack of qualified staff • Amount of disallowed or undocumented costs • Lack of required insurance • Poor program services • Assessment of any fines and/or penalties by public entities	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
5. Your agency/company has imposed contractual remedies against the contractor for non-compliance with your contract requirements. Examples of these contract remedies include, but are not limited to the following: • Termination for default • Assessing liquidated damages • Adjusting the contractor’s funding • Not renewing the contract	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> N/A <input type="checkbox"/>

**PLEASE PROVIDE SUPPORTING DOCUMENTATION FOR ANY CRITERIA MARKED “YES”**