

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

363



FROM: Department of Facilities Management and Riverside County Information Technology **SUBMITTAL DATE:** July 13, 2005

SUBJECT: PROFESSIONAL SERVICES CONTRACT WITHOUT SECURING COMPETITIVE BIDS FOR TRIRIGA SOFTWARE UPGRADE IMPLEMENTATION

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Approve the attached Professional Services contract for the total amount of \$152,000, without securing competitive bids to Tririga for computer software support services and
- 2) Authorize Purchasing Agent to sign amendments for an amount not to exceed ten percent of contract maximum.

BACKGROUND: The Department of Facilities Management is currently utilizing a facilities management system called "Facilities Center 7" to manage the County's operational maintenance, (Continued on Page 2)

Michael J. Sylvester
MICHAEL J. SYLVESTER, Director
Department of Facilities Management

Matthew W. Frymire
MATTHEW W. FRYMIRE, Chief Info. Officer
Riverside County Information Technology

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 152,000	In Current Year Budget:	YES
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	NO
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	FY/05/06

SOURCE OF FUNDS: FY 2005/06 Budget FACILITIES MANAGEMENT ADMIN 10000 72001 00000 525440	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

Lisa Brandl

County Executive Office Signature

Policy Policy

Consent Consent

Dept's Recomm.:
Per Exec. Ofc.:

Prev. Agn. Ref.: 3.36 7/24/01
3.18 12/11/01

District: ALL

Agenda Number:

**ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD**

3.72

Purchasing: *[Signature]* Departmental Concurrence

COUNTY OF RIVERSIDE
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BOARD OF SUPERVISORS
Form 11: PROFESSIONAL SERVICES CONTRACT WITHOUT SECURING
COMPETITIVE BIDS

July 13, 2005
Page 2

BACKGROUND: (Continued)

real estate, CAD integration and asset management processes. The system was originally purchased in 1999 from a company called Perigrine. In 2001, Perigrine sold the application to Tririga. Tririga entirely re-designed "Facilities Center 7" into Tririga's current product entitled "FacilityCenter 8i".

The Department of Facilities Management purchased this upgrade from Tririga in 2003. This application is comprised of four modules: 1) Service Request, 2) Design & Construction, 3) Real Estate and 4) Space Management. The purpose of this Form 11 is to secure Tririga's services to implement the Service Request module only. The Service Request module will be used to initiate and track building maintenance requests for all County-owned and leased facilities.

In the past, the Department of Facilities Management engaged with a third party vendor to fully implement the current system at a cost of \$203,600; however, the final product did not meet their expectations. After thorough review of the system and discussions with the vendor, the Department of Facilities Management and Riverside County Information Technology (RCIT) believe it to be in the best interests of the County to contract directly with Tririga to perform the upgrade.

Tririga, as the software developer, is in a unique position to understand the history of this project and use this knowledge to ensure that duplicate work is not performed.

Tririga Professional Services has successfully implemented "FacilityCenter 8i" in over fifty locations across multiple industries including local, state and federal government organizations (San Diego County completed a successful implementation of the Tririga product this year). The breadth and depth of Tririga's experience gives them a unique ability to both support the County in the implementation and ensure the knowledge transfer required for the County to become self-sufficient with "FacilityCenter 8i". Both of these factors will contribute to an overall lower cost of ownership for the County.

Tririga has a distinctive knowledge of their product and the industry best practices which their software is based on. Their knowledge will enable the County to get maximum value out of every hour they are engaged in support of the implementation and ensure that the system is configured in the most efficient and cost effective manner.

To further ensure the success of this upgrade, the Department of Facilities Management has contracted with the Riverside County Information Technology Department to assist in the upgrade and will be responsible for maintaining the system with minimal assistance from Tririga. The RCIT staff has undergone extensive training and is certified by Tririga as Certified Business Partners. This certification and the knowledge transfer plan included in this professional services contract will enable the County to perform the remaining three upgrades to the system with minimal assistance from Tririga. This

BOARD OF SUPERVISORS
Form 11: PROFESSIONAL SERVICES CONTRACT WITHOUT SECURING
COMPETITIVE BIDS

July 13, 2005

Page 3

BACKGROUND: (Continued)

approach will result in significant savings to the County and lower the total cost of ownership of the system. The cost for RCIT to implement the system in conjunction with Tririga is an additional \$138,424 and is in the Facilities Management budget.

The Department of Facilities Management is planning to implement one module each year over the next 3 years. As part of the oversight for this implementation, a Steering Committee will be formed to include a member of the Executive Office. The cost for each module upgrade cannot be determined until business requirements are documented and a fit gap analysis is performed.

PRICE REASONABLENESS:

Pricing for services to provide technical support has been deemed to be fair and reasonable by comparison pricing to other known sources of similar type services now being performed for the County by other vendors. Pricing for these services range from \$210 - \$235 per hour. Tririga is offering the County a rate of \$200 per hour. This rate is comparable to or less than the standard General Services Agreement rate offered to any State or local government.

Attachments:

Appendix A - Sole Source Procurement Form

Appendix B - Cost Breakdown

Appendix C - Agreement Between County of Riverside and Tririga LLC (Terms and Conditions)

Exhibit A - Statement of Work

Exhibit B - Technical Services Schedule