

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

725a



SUBMITTAL DATE:
May 8, 2007

FROM: Larry W. Ward, Assessor-Clerk-Recorder
Paul McDonnell, Treasurer-Tax Collector

SUBJECT: Approval of Contract with Sonant Corporation for Interactive Voice Response System and Interactive Web Response System

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and execute the contract with Sonant Corporation for the purchase and installation of an Interactive Voice Response System (IVR) and Interactive Web Response System (IWR) in the amount of \$722,257;
2. Authorize the Chairman of the Board to execute four (4) original copies of the Contract on behalf of the County of Riverside;
3. Authorize the Purchasing Agent to renew the maintenance contract for four (4) years following the first year of implementation.

BACKGROUND: In May, 2006, the Treasurer-Tax Collector's office received notice from Riverside County Information Technology that the current IVR system will no longer be supported after December 30, 2007. The Assessor-County Clerk-Recorder currently does not have an IVR system in place. The departments have been working jointly to acquire a new IVR system that would serve the needs of both departments and enhance the efficiency and quality of their customer service. (continued)

[Signature]
Larry W. Ward
Assessor-County Clerk-Recorder

[Signature]
Paul McDonnell
Treasurer-Tax Collector

FINANCIAL DATA

Current F.Y. Total Cost:	\$ 459,057	In Current Year Budget:	Yes
Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
Annual Net County Cost:	\$ 0	For Fiscal Year:	2006/07

SOURCE OF FUNDS: There will be no impact to the General Fund for this project; sufficient funds are available for the departments to cover the costs of the IVR/IWR implementation.

Positions To Be Deleted Per A-30

Requires 4/5 Vote

C.E.O. RECOMMENDATION:

Reviewed by
CIP TEAM

[Signature]
Christopher Kang

County Executive Office Signature

APPROVE

[Signature]

(Rob Rockwell)

FORM APPROVED COUNTY COUNSEL
 MAY 10 2007
 BY *[Signature]* KATHERINE A. LIND
 IT DEPT: *[Signature]* Matt Primire, CIO
 Departmental Concurrence
 Assistant Director
 MARK Seiler
 Purchasing:
 Policy Consent
 Policy Consent
 Dep't Recomm.:
 Per Exec. Ofc.:

Prev. Agn. Ref.:

District: all

Agenda Number:

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

3.6 a

BOARD OF SUPERVISORS

Form 11: Approval of Contract Agreement with Sonant Corporation for Interactive Voice Response System and Interactive Web Response System

May 8, 2007

Page 2

PRICE REASONABLENESS:

In August 2006, County Purchasing issued a formal bid, Request for Proposal RFP ASARC00010 for an IVR System on behalf of the Assessor-County Clerk Recorder (ACR) and Treasurer-Tax Collector (TTC). The County sent out ten (10) bids and posted the RFP to the County web site. The County received three (3) responses ranging from \$554,427 to \$1,470,518. A comprehensive analysis was performed by County Purchasing and the ACR/TTC evaluation team with the assistance of RNR Consulting. The initial review process included functional review of the responses. Each response was scored based on the evaluation criteria set-forth in the RFP. Based on the evaluation criteria set forth in the RFP, the low bid vendor was considered non-responsive, leaving a responsive and responsible bid range of \$772,527 to \$1,470,518. A second round of review was performed which included clarification and follow-up questions, on site presentations and reference checking.

The ACR/TTC evaluation team selected Sonant Corporation as the most responsive bid. Sonant Corporation has relevant experience with several other California counties. The bid response was complete and clear and Sonant Corporation was responsive to the follow-up questions and during the on-site presentations. Sonant Corporation is the lowest cost bidder of the two finalists. They also offered an optional IWR system which will provide the same tax information and payment options as the IVR System through the internet. The TTC has elected to execute this option as part of the project.

The costs for the system, implementation and maintenance are as follows:

Treasurer-Tax Collector	
IVR System and Implementation	\$226,753
IWR System and Implementation	<u>\$ 39,750</u>
Total	\$264,803

Assessor-County Clerk Recorder	
IVR System and Implementation	\$192,554

The annual maintenance costs are as follows:

Treasurer-Tax Collector	
IVR Annual Maintenance \$30,850 per year	\$123,400
IWR Annual Maintenance \$4,100 per year	<u>\$ 16,400</u>
Total	\$139,800
Assessor-County Clerk Recorder	
IVR Annual Maintenance \$30,850 per year	\$123,400
Grand Total	<u>\$722,257</u>

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

713b



FROM: Assessor-County Clerk-Recorder and Treasurer-Tax Collector

SUBMITTAL DATE:
May 8, 2007

SUBJECT: Approval of sole-source with RNR Consulting for interactive voice response system implementation.

RECOMMENDED MOTION: That the Board of Supervisors approves the agreement with RNR Consulting for interactive voice response (IVR) system implementation in the amount of \$108,515.

BACKGROUND: The Assessor-County Clerk-Recorder (ACR) and the Treasurer-Tax Collector (TTC) recognized the need to enhance the efficiency and quality of their customer service through the acquisition of a new IVR system. Through the competitive bidding process, the County engaged the service of RNR Consulting in April 2006, to define the ACR and TTC requirements and assist in selecting the optimal IVR solution. RNR Consulting worked with both departments to thoroughly assess needs and provide a comprehensive system requirements list, culminating into a request for proposal (RFP), which was issued in August 2006. In order to formulate the RFP, RNR Consulting conducted interviews with ACR and TTC personnel, developed detailed "as is" process maps that outlined current business processes as well as process maps for depiction of proposed future processes. (continued)

Larry Ward
Assessor-County Clerk-Recorder

Paul McDonnell
Treasurer-Tax Collector

FINANCIAL DATA

Current F.Y. Total Cost:	\$ 108,515	In Current Year Budget:	Yes
Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	None
Annual Net County Cost:	\$ 0	For Fiscal Year:	FY 2006-2007

SOURCE OF FUNDS: There will be no impact to the General Fund for this project; sufficient funds are available for the departments to cover the costs of the IVR implementation.

Positions To Be Deleted Per A-30	<input type="checkbox"/>
Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

(Rob Rockwell)

FORM APPROVED COUNTY COUNSEL
 MAY 10 2007
 BY: *SAH - A. J. P.*
 KATHERINE A. LIND
 Purchasing: *MARK SELZER*
 Assistant
 Dept's Recomm.: Consent Policy
 Per Exec. Ofc.: Consent Policy

Prev. Agn. Ref.:

District:

Agenda Number:

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

3.6 b

Form 11: Approval of sole-source with RNR Consulting for interactive voice response system implementation.

April 25, 2007

Page 2

BACKGROUND (continued):

The work performed by RNR included examination of employee training procedures, distributed and analyzed employee surveys, produced illustrative diagrams that detail the current structure as well as the proposed future structure, conducted benchmarking studies to examine best practices in other counties, and performed analysis on incoming telephone traffic for both departments.

As an independent consulting firm, RNR assisted both departments in a comprehensive selection and evaluation process of the proposals received in November 2006. As part of the selection process, which took place between December 2006 to March 2007, RNR Consulting developed a comparison matrix's of all bidders, analyzed extensive requirements, developed presentation outlines and scripts, assisted in the documentation and analysis of the presentation and interview sessions with bidders, and provided recommendations and expertise in the contract negotiation process.

The implementation of the IVR solution is proposed to commence in June 2007. Both departments acknowledge the need for IVR implementation services from a proven management consultant who can assist in ensuring a successful implementation, and maximizing the County's return on investment. The County wishes to engage the services of RNR Consulting for the implementation portion of this project. The benefits to the TTC and the ACR include working with a company that is very familiar with the business processes, and the County will realize time and cost savings by employing the services of RNR as they have been providing assistance and support since the onset of the project.

RNR's significant experience with implementation services will assist in executing the numerous project activities. The TTC has been notified that the current IVR system will no longer be supported after December 30, 2007 and the ACR does not currently have an IVR system. Past experience has shown that these implementations can be very challenging. RNR has committed to maintain the same team for implementation services. This commitment will assist the departments to meet its timeline for system acceptance and go live.

Price Reasonableness: RNR Consulting was selected through a competitive bid process in April 2006. Their hourly rates of \$100-\$175 were the same or lower compared to other bidders and they were selected as the most responsive responsible bidder. Since the hourly rates will remain the same as in the original agreement the pricing has been deemed fair and reasonable.

The costs will be shared equally between the TTC and ACR.

Date: May 8, 2007
From: Paul McDonnell, Treasurer-Tax Collector
Larry Ward, Assessor-County Clerk Recorder
To: Board of Supervisors
Via: Purchasing Agent
Subject: Sole Source Procurement; Request for Consulting Services

The below information is provided in support of our Departments requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

Supply/Service being requested: Consulting Services for implementation of IVR system for Assessor-County Clerk Recorder and Treasurer-Tax Collector.

Supplier being requested: RNR Consulting

Alternative suppliers that can or might be able to provide supply/service: Possible other consultants, however none will be familiar with our existing system which is imperative to meet our timeline for implementation.

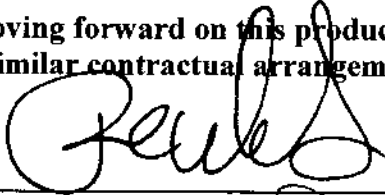
Extent of market search conducted: RNR Consulting was selected as a vendor during phase 1 of the project through an RFP.

Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide: RNR Consulting is familiar with and has developed current and future process maps that will assist in streamlining processes with the Assessor-County Clerk Recorder and Treasurer-Tax Collector departments. The County will realize time and cost savings as they have been providing assistance and support to the County since the beginning of the project.

Reasons why our department's requires these unique features and what benefit will accrue to the county: It is imperative that the system is implemented no later than November 2007. The Treasurer-Tax Collector has been notified that the current IVR system will no longer be supported after December 30, 2007. If the new system is not implemented by that time, the Treasurer-Tax Collector will be unable to provide necessary services to the taxpayers, which is crucial in effectively collecting more than \$2.5 billion in property taxes. RNR Consulting is familiar with the business processes at both the Treasurer-Tax Collector and Assessor-County Clerk Recorder departments and has knowledge of the project that is critical to its success.

Price Reasonableness: RNR Consulting was selected initially through a competitive bid process of which they were the most responsive responsible bidder. Their hourly rate will remain the same as in the original agreement.

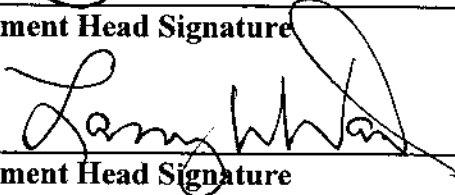
Does moving forward on this product or service further obligate the county to future similar contractual arrangements? No



5-8-07

Department Head Signature

Date



5-9-07

Department Head Signature

Date

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove



5-9-07

Purchasing Agent

Date