

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

240



**FROM:** Stanley L. Sniff Jr., Sheriff-Coroner-PA

**SUBMITTAL DATE:**  
07/17/08

**SUBJECT:** Approval of Agreement with Nexio Technologies, Inc. for Software Maintenance for the Useful Life of the Sheriff's Computer Aided Dispatch Application

**RECOMMENDED MOTION:** Move that the Board of Supervisors:

1. Approve and authorize the Chairperson to execute an Agreement for Computer Aided Dispatch (CAD) software maintenance with Nexio Technologies, Inc. in the amount of \$150,000, without securing competitive bids, in accordance with Ordinance 459.4.
2. Authorize the County Purchasing Agent to renew the contract annually in one year increments for the life of the software application, provided the annual cost does not increase by more than 3%.

**BACKGROUND:** On September 18, 2007 (3.57), the Board approved Nexio Technologies, Inc. as a sole source vendor for software maintenance for the useful life of the Sheriff's Computer Aided Dispatch Application (CAD) in the annual amount of \$125,000. The motion also authorized the County Purchasing Agent to renew the contract annually in one year increments for the five-year life of the software application, providing the annually cost did not increase by more than 3%.

BR 09-18 (Continued on Page 2)

*Will Taylor*  
Will Taylor  
for  
Stanley L. Sniff Jr., Sheriff-Coroner-PA

**FINANCIAL DATA**

Current F.Y. Total Cost:	\$150,000	In Current Year Budget:	Yes
Current F.Y. Net County Cost:	\$82,500	Budget Adjustment:	No
Annual Net County Cost:	\$82,500	For Fiscal Year:	2008-09

**SOURCE OF FUNDS:** Departmental Budget and Contract Law Enforcement Revenue

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

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Steve P. Schubert*  
Steve P. Schubert

**County Executive Office Signature**

Purchasing: Billy Cornett, Purchasing Manager  
 FORM APPROVED COUNTY COUNSEL BY: *Synthia M. Gunzel* 7-17-08  
 DATE: 7-17-08  
 Departmental Concurrence: SYNTHIA M. GUNZEL  
 Policy  Consent   
 Policy  Consent   
 Dept's Recomm.: Per Exec. Ofc.:

Prev. Agn. Ref.: 9/18/07 3.57 | District: All | Agenda Number:

3.119

**Approval of Nexio Technologies, Inc. as a Provider for CAD Software  
Maintenance  
Page 2 BR 09-018**

The cost of ongoing upgrades and current enhancements has exceeded the thresholds approved last September. Based on an estimate of 2220 hours of technical support per year, with an average hourly rate of \$70, Nexio has proposed a fixed cost of \$150,000 for the annual Agreement.

**Price Reasonableness**

Nexio provides very specialized technical services. The CAD system is a complex application involving multiple physical and logical environments. Nexio specializes in cross-platform support development.

Nexio Technologies' contract with the Sheriff's Department not only includes services to correct software defects, but it also includes the provision of functional enhancements to the CAD System. Based on the firm's analysis, and a survey of hours worked on the CAD System over the past three years, Nexio's estimated hourly service rate is \$68 per hour. This hourly rate is competitive for such a service Agreement.

An added component to the new contract is support for a web-based interface to the CAD system, WebCAD. This new component requires developers familiar with web technologies and requires additional resources to meet the increasing demand for technical support and assistance. This enhancement will provide large-scale functionality to the CAD system, as well as a new Web-based application interface. Nexio has estimated this project will translate into an hourly rate of \$112.50, which is competitive for such a complex development effort.

Additionally, Nexio provides additional added value beyond basic technical support. Nexio maintains an incident tracking help-desk system, which allows it to respond quickly to requests. It also maintains a development team, consisting of two senior software developers and several intermediate developers, to fulfill the terms of the Agreement. This team also provides technological consultation with regards to the evolution of the CAD system.