

501



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

FROM: Assessor-County Clerk-Recorder

SUBMITTAL DATE:
June 30, 2010

SUBJECT: Tyler Technologies, Inc.-Eagle Division: Recorder System Software and Assessor Image Managing Software Maintenance Agreement, Amendment No. 10

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Approve and execute the one year professional service amendment to the agreement with Tyler Technologies for \$423,543, which contains an option to renew the agreement for 2 additional one-year periods; and
- 2) Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise the renewal option, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed the annual CPI rates.
- 3) Direct the Clerk of the Board to retain one original copy, and to return one copy to the Assessor Office and one copy to the Purchasing Office.

BACKGROUND: Effective July 1, 1999, the County entered a service agreement with Eagle Computer Systems, Inc., to develop, implement, and maintain the Recording, Imaging and Document Management System (Cris+Plus).

(Continued on Page 2)

Larry W. Ward

Larry W. Ward, Assessor-County Clerk-Recorder

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 423,543	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2010/2011

SOURCE OF FUNDS: Reserve for the Recorder's Modernization Fund, Reserve for the Recorder's Electronic Fund, & Departmental Revenue	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

BY: *Rob Rockwell*
Rob Rockwell

County Executive Office Signature

Dep't Recomm.: Consent Policy

Per Exec. Ofc.: Consent Policy

Prev. Agn. Ref.: 01/12/10, Item 3.4 | District: ALL | Agenda Number:

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

3.19

FORM APPROVED COUNTY COUNSEL
 DATE: 6/29/10
 NEAL R. KIPNIS
 Departmental Concurrence
 RCIT: *Greg Stoddard*
 Greg Stoddard, CTO
 Billy Cornett, Purchasing Manager

Subject: Tyler Technologies, Inc. – Eagle Division: Recorder System Software and Assessor Image Managing Software Maintenance 2010

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(BACKGROUND Continued)

This amendment serves to provide maintenance in a timely manner to this proprietary software system. The contingency provision of \$200,000 for professional services will cover any necessary costs associated with implementation, training, and technology services not covered by the software maintenance amendment. Currently the Assessor County Clerk Recorder is implementing a new Electronic Recording Delivery System, which may require us to modify our existing CRISplus application. Also these services will cover any new legislation from the State of California that may require us to modify our CRISplus application.

Price Reasonableness:

The total Recorder System cost was \$1,800,000, and this software is proprietary. The total maintenance cost requested per this Form 11 is \$223,543. That equates to maintenance costs equal to 12.4% of the system cost. Normally, one pays 20% of the system cost for maintenance. The contingency provision for \$200,000 professional services at \$140 is also reasonable. A common hourly rate for information technology systems administrator is over \$200 per hour for similar services.

Financial Data:

Assessor:

Tyler Image Managing Software Maintenance	\$48,500
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Total Assessor FY 10/11 Costs	\$48,500
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Source of Funds: Departmental Revenue

County Clerk-Recorder:

Third Party InGeo	\$43,200
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Third Party Oracle Maintenance	\$ 6,332
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Tyler CRISplus Maintenance	\$99,754
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Tyler Quickdocs Maintenance (Electronic Recording)	\$25,757
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Contingency Professional Services	\$200,000
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Total County Clerk-Recorder FY 10/11 Costs	\$375,043
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Source of Funds: Reserve for Modernization

Review and Approval: County Purchasing concurs with this request, and County Counsel approves to form.



TECHNOLOGY PURCHASE INFORMATION FORM

(To be completed for purchases of IT systems or services that exceed \$100,000 and purchases of new IT systems or services that will impact multiple departments)

PROJECT NAME: TYLER TECHNOLOGIES SOFTWARE MAINTENANCE AGREEMENT		DEPARTMENT/AGENCY: ASSESSOR COUNTY CLERK RECORDER	
BUSINESS SPONSER: ASSESSOR COUNTY CLERK RECORDER		EST COMPLETION DATE: JULY 2013	
EXECUTIVE OVERVIEW			
PROJECT OBJECTIVES	<p>The scope of this project will be to provide maintenance and professional services to the Assessor County Clerk Recorder for Tyler's CRIS+plus, Riverdocs, and Quickdocs (Electronic Recording) applications.</p> <p>TYLER will provide maintenance services on their applications shall include corrections to software program problems, program maintenance, any upgrades to the software components, interface modules and telephone/onsite support.</p>		
BUSINESS PROBLEM & OPPORTUNITY	<p>Since July of 1999, the Assessor County Clerk Recorder has depended on Tyler Technologies to provide support and maintenance services for the Recording, Imaging and Document Management applications within our office. Last year the Assessor County Clerk Recorder office recorded 673,674 documents.</p>		
BUSINESS CASE ANALYSIS			
PROPOSED SOLUTION	<p>Tyler Technologies software maintenance agreement will provide the following:</p> <ol style="list-style-type: none"> 1. Maintenance Services <p>The maintenance services described in this Amendment shall include corrections to software program problems, program maintenance, any upgrades to the software components, interface modules, and telephone and on-site maintenance support. On-site maintenance support is billed at a rate of \$140.00 per hour for professional services, \$75.00 per hour for travel time, \$274.00 per day per diem (rent car, parking fees, hotel, fuel), plus actual airfare and/or mileage.</p> 2. Professional Services <ol style="list-style-type: none"> A. COUNTY shall have the option to purchase professional support services for any enhancement, integration or project relating to TYLER-supplied systems is a rate of \$140.00 per hour for professional services, \$75.00 per hour for travel time, \$274.00 per day per diem (rent car, parking fees, hotel, fuel), plus actual airfare and/or mileage. These services and travel expenses are not to exceed \$200,000 per year. B. If fewer hours are required by COUNTY for the services described in this section, then COUNTY will pay only for the services actually performed by TYLER. 		
BUSINESS CRITICALITY		BUSINESS IMPACT (SELECT ALL THAT APPLY)	
<input checked="" type="checkbox"/> Run the business		<input checked="" type="checkbox"/> Reduce Expenses	
		<input checked="" type="checkbox"/> Improve Customer Service	



TECHNOLOGY PURCHASE INFORMATION FORM

(To be completed for purchases of IT systems or services that exceed \$100,000 and purchases of new IT systems or services that will impact multiple departments)

<input type="checkbox"/> Grow the business <input checked="" type="checkbox"/> Transform the business	<input checked="" type="checkbox"/> Improve Operational Efficiencies <input type="checkbox"/> Improve Employee Satisfaction <input type="checkbox"/> Expand Market Share																												
BUSINESS RISKS	Financial: Lose ability to collect fees for timely recording of documents. Operational: Lose the ability to record documents and lose operational efficiencies. Customer: Lose the ability to submit documents and increase turnaround times.																												
ALTERNATIVE SOLUTIONS	At this time there are not any viable alternatives to this system.																												
PROJECT IMPLEMENTATION COST	COST BENEFIT ANALYSIS																												
Maintenance: \$171,011/yr 3 rd Party Software Maintenance: \$49,532/yr Professional Services: \$200,000/yr TOTAL COST YEAR : \$423,543	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>ALTERNATIVE STATUS QUO</th> <th>ALTERNATIVE</th> <th>ALTERNATIVE</th> </tr> </thead> <tbody> <tr> <td>Current Annual Cost</td> <td>See Note</td> <td>\$423,543</td> <td>N/A</td> </tr> <tr> <td>Ongoing Annual Cost</td> <td>See Note</td> <td>\$423,543</td> <td>N/A</td> </tr> <tr> <td>Annual Cost Savings</td> <td>See Note</td> <td>See Note</td> <td>N/A</td> </tr> <tr> <td>Net Annual Savings</td> <td>See Note</td> <td>See Note</td> <td>N/A</td> </tr> <tr> <td>Project Implementation Cost</td> <td>See Note</td> <td>See Note</td> <td>N/A</td> </tr> <tr> <td>Project Payback Period? yrs</td> <td>See Note</td> <td>See Note</td> <td>N/A</td> </tr> </tbody> </table> <p>Note Since this is a renewal of a existing software support and maintenance agreement there will be no annual savings or project payback.</p>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost	See Note	\$423,543	N/A	Ongoing Annual Cost	See Note	\$423,543	N/A	Annual Cost Savings	See Note	See Note	N/A	Net Annual Savings	See Note	See Note	N/A	Project Implementation Cost	See Note	See Note	N/A	Project Payback Period? yrs	See Note	See Note	N/A
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PREPARED BY: MIKE PITTMAN	TELEPHONE: 951-486-7142																												

**AMENDMENT NO. 10
TO THE AGREEMENT BY AND BETWEEN THE COUNTY OF RIVERSIDE AND
TYLER TECHNOLOGIES**

WHEREAS, on September 1, 1998, the county of Riverside, California (hereafter referred to as "COUNTY") and Eagle Computer Systems, Inc., now Tyler Technologies, Inc. (hereafter referred to as "TYLER"), signed a Cashiering and Records Management and Imaging System Agreement (hereafter referred to as the "Agreement") for the TYLER CRIS+plus System; and,

WHEREAS the COUNTY and TYLER amended the Agreement as stated in Amendment No. 1 signed on December 21, 1999, to include implementation of ADAPTS+plus System software to allow for the Assessor's business units to have access to documents recorded by the COUNTY Clerk-Recorder and the ability to scan Assessor documents; as stated in Amendment No. 2 in December 2000 to expand the Assessor's system to allow for document workflow and tasks from the COUNTY Recorder to the Assessor's business divisions; as stated in Amendment No. 3 to pilot a project with the COUNTY Recorder and Treasurer Tax Collector for Electronic recording of tax liens; and as stated in Amendment No. 4 to expand electronic recording to the Department of Child Support Services and purchase additional support services for electronic recording; and, as stated in Amendment No. 5 to purchase additional software licenses in order to increase system functionality and extend the term of the Agreement; and as stated in Amendment No. 6 to extend the term of the Agreement to support the existing software applications; and, as stated in Amendment No. 7 to perform a program for digital conversion of microfilmed COUNTY of Riverside Official Records; and, as stated in Amendment No. 8 to perform a program for digital conversion of microfilmed COUNTY of Riverside Official Records; and, as stated in Amendment No. 9 to provide and maintain TYLER Quickdocs software and provide professional services to plan, execute and maintain the SECURE Bridge Interface between Quickdocs and the SECURE Bridge API; and,

WHEREAS, the COUNTY and TYLER desire to amend the Agreement to extend the term of the Agreement to support the existing software applications:

NOW THEREFORE the following terms of this Amendment are effective as of the 1st day of July 2010, by and between the COUNTY and TYLER, all other terms and conditions of the Agreement as previously amended remaining the same and in effect:

1. Maintenance Services

The maintenance services described in this Amendment shall include corrections to software program problems, program maintenance, any upgrades to the software components, interface modules, and telephone and on-site maintenance support. On-site maintenance support is billed at a rate of \$140.00 per hour for professional services, \$75.00 per hour for travel time, \$274.00 per day per diem (rent car, parking fees, hotel, fuel), plus actual airfare and/or mileage.

2. Professional Services

- A. COUNTY shall have the option to purchase professional support services for any enhancement, integration or project relating to TYLER-supplied systems at a rate of \$140.00 per hour for professional services, \$75.00 per hour for travel time, \$274.00 per day per diem (rent car, parking fees, hotel, fuel), plus actual airfare and/or mileage. These services and travel expenses are not to exceed \$200,000 per year.
- B. If fewer hours are required by COUNTY for the services described in this section, then COUNTY will pay only for the services actually performed by TYLER.

3. Continuing Annual Maintenance Fees

The cost of annual maintenance fees for existing System software components shall be as follows for the term of this amendment:

COUNTY RECORDER

A. Electronic Recording Maintenance Fee	Annual maintenance fee for InGeo and Tyler interface	\$43,200.00
B. Oracle Maintenance Fee	Annual maintenance fee for 120 named user licenses	\$6,332.00
C. CRIS+plus Software Maintenance Fee	Annual maintenance fee for CRIS+plus	\$99,754.00
D. Quickdocs & SECURE Bridge Maintenance Fee	Annual maintenance fee for Quickdocs and the SECURE Bridge. Changes, enhancements, or modifications to Quickdocs or the SECURE Bridge Interface unique to Riverside County will not be covered under the maintenance agreement and would be addressed by separate work orders.	\$25,757.00
	Recorder Total	\$175,043.00

COUNTY ASSESSOR

E. Tyler Content Manager (Riverdocs)	Annual maintenance fee for Tyler Content Manager	\$48,500.00
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Assessor Total	\$48,500.00
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4. Extension of Term

The term of the Agreement is extended by three years from July 1, 2010, through June 30, 2013.

5. Cancellation or Termination

Either party may terminate this Agreement (except as stated below) upon sixty (60) days prior written notice to the other party. In the event this Agreement is cancelled or terminated by COUNTY, COUNTY shall pay for all software products, services, and expenses delivered or incurred prior to the effective date of the cancellation or termination.

If TYLER is unable to cancel the following third-party agreements during the respective periods listed below, then COUNTY shall be required to pay the following:

\$6,332.00 – Oracle 120 named user licenses for period of 1/01/2010 – 12/31/2010 and annually thereafter.

\$43,200 – InGeo eRecording for period of 7/1/10 – 6/30/11 and quarterly thereafter.

The Oracle and InGeo third party software support agreements listed above can only be terminated if a written notice of termination from the COUNTY is received by TYLER at least 60 days prior to the scheduled expiration date of the respective support agreement.

TYLER TECHNOLOGIES

COUNTY OF RIVERSIDE

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

FORM APPROVED COUNTY COUNSEL

BY: Neal R. Kipnis 6/30/13
NEAL R. KIPNIS DATE