

353



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

FROM: Larry W. Ward, Assessor-Clerk Recorder
Don Kent, Treasurer/Tax Collector

SUBMITTAL DATE:
October 4, 2012

SUBJECT: Approval of Amendment to the Agreement with Sonant Corporation for Interactive Voice Response System and Interactive Web Response System Product Maintenance and Support without securing competitive bids.

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Authorize the Chairman to sign Amendment No. 2 to the Agreement with Sonant Corporation and authorize the Purchasing Agent to renew the Product Maintenance and Support agreement for an additional 4 years, renewable in one-year increments;
- 2) Authorize the Purchasing Agent in accordance with Ordinance 459.4 to sign amendments and exercise the renewal options;
- 3) Authorize the Purchasing Agent to approve additional licenses or system enhancements and any adjustments to the maintenance costs for those licenses or enhancements not to exceed \$25,000 annually.

Larry Ward

Don Kent

Larry Ward, Assessor-Clerk Recorder

Don Kent, Treasurer-Tax Collector

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 64,045	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2012-2013

SOURCE OF FUNDS: Assessor-Clerk Recorder and Treasurer-Tax Collector Budget	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

BY: *Karen L. Johnson*
Karen L. Johnson

County Executive Office Signature

ACIT
 Kevin K. Crawford, CEO
 Purchasing: *[Signature]*
 Mark Seiler, Assistant Director
 Departmental Concurrence
 BY: *[Signature]*
 NEAL R. KIPNIS
 DATE: *[Signature]*

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

Prev. Agn. Ref.: 05/22/07 3.6a | **District:** ALL | **Agenda Number:**

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

BACKGROUND: On behalf of the Assessor-Clerk Recorder and Treasurer-Tax Collector, County Purchasing issued RFP ASARC00010 for Interactive Voice Response and Interactive Web Response systems for automated property tax information and payments. Sonant Corporation was awarded the project by the Board of Supervisors on May 22, 2007 and implemented the systems. Ongoing support and maintenance is necessary to ensure the system is operational and allow the public 7 days a week, 24 hours a day access to property tax information and payments.

In addition, the County continually identifies enhancements for the system which better serve the public by providing increased access to information and self-service options. As a cost savings result, the County will see a reduction in the need of talk time to a County agent or a visit to a County office by the Public. Additional licenses are also necessary when the County has the need to add phone agents.

PRICE REASONABLENESS:

Pricing for Product Maintenance and Support for the first year is \$64,045.00 which is less than the original contract. Increases shall not exceed Consumer Price Index (CPI). Additional licenses are fixed at \$450.00 and any other system enhancements will be quoted based on the hourly Application Development Rate of \$140.00 per hour as stated in the original contract.

Date: October 4, 2012

From: Don Kent Department/Agency: Treasurer-Tax Collector
Larry Ward Department/Agency: Assessor-Clerk Recorder

To: Board of Supervisors/Purchasing Agent

Via: Purchasing Agent

Subject: Sole Source Procurement; Request for Approval of Amendment to the Agreement with Sonant Corporation for Maintenance and support of the Interactive Voice Response System and Interactive Web Response System

The below information is provided in support of my Department 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.

1. **Supply/Service being requested:** Product Maintenance and Support for the Interactive Voice Response System and Interactive Web Response System (includes system enhancements and/or additional licenses)
2. **Supplier being requested:** Sonant Corporation
3. **Alternative suppliers that can or might be able to provide supply/service:** There are no other alternative suppliers authorized to resell Sonant Corp. maintenance and support service.
4. **Extent of market search conducted:** The software application was a custom purchased back in 2007 through an RFP ASARC-00010 and created by Sonant for IVR/IWR Systems. The market research for this customized product is limited to the product creator.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** Proprietary Software which no other reseller can offer or support.
6. **Reasons why my department requires these unique features and what benefit will accrue to the county:** Ongoing support and maintenance is necessary to ensure the system is operational and allow the public 7 days a week, 24 hours a day access to property tax information and payments. In addition, we continually identify enhancements for the system which will better serve the public in providing more access to information and more self-service options, thereby reducing the need to talk to an agent or visit our office. Additional licenses are needed when the County adds new phone agents.
7. **Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier:** For the Product Maintenance and Support, the first year total cost is \$64,045.00 which is lower than the original contract. Sonant has agreed not to increase the cost for the first year of the extension. The additional periods will not increase in cost over the previous year's price by more than the Consumer Price Index (CPI). Additional licenses are fixed at \$450.00 as stated in the original contract and any other system enhancements will be quoted based on the hourly Application Development Rate of \$140.00 per hour as stated in the original contract
8. **Does moving forward on this product or service further obligate the county to future similar contractual arrangements or any ongoing costs affiliated with this sole source? (Maintenance, support, or upgrades, if so, please explain).** Services being requested will future obligate the

**COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
SONANT CORPORATION**

CONTRACTOR: Sonant Corporation
Contract Term: January 1, 2013 through December 31, 2013
Effective Date of Amendment: October 16, 2012
Annual Maximum Contract Amount: \$ 64,045.00

The Agreement between Riverside County, herein referred to as COUNTY and Sonant Corporation, herein referred to as CONTRACTOR, is amended as follows:

1. On page 10 of the Master Agreement, amend Section V, subsection D titled "Maintenance and Support Fee":

The COUNTY agrees to pay CONSULTANT for services performed at an annual rate of sixty five thousand eight hundred dollars (\$64,045) as specified in Exhibit F of the Master Agreement based on the availability of fiscal funding.

Amendment 02 – new annual rate of sixty four thousand forty five dollars (\$64,045) plus CPI and any adjustments for enhancements/licenses for maintenance and support fee.

2. The Period of Performance for Services contained in Amendment 02-Exhibit F shall be renewable in one year increments for five (5) years, unless terminated as specified in Section VI "General", subsection B "Termination" in the Master Agreement. All other terms of the Master Agreement shall apply.

3. All other terms and conditions of the Agreement are to remain unchanged.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

County

County of Riverside
Purchasing and Fleet Services
Riverside, CA 92501

Contractor

Sonant Corporation
6215 Ferris Square, Suite 220
San Diego, CA 92121

By: _____
Name:
Title: Chairman, Board of Supervisors
Date: _____

By: _____
Name:
Title:
Date: _____

FORM APPROVED COUNTY COUNSEL
BY: Neal R. Kipnis DATE: 10/3/12

County of Riverside

Contract # _____

Exhibit F

Sonant Corporation

PRODUCT MAINTENANCE AND SUPPORT AGREEMENT - ENHANCED SYSTEM SERVICE

<p>Customer Name: The County of Riverside Treasurer-Tax Collector and Assessor-Clerk-Recorder</p> <p>Address: 4080 Lemon Street, 10th Floor</p> <p>City/State/Zip: Riverside, CA 92501</p> <p>Contact/Telephone: Debbie Bashe for TTC – (951) 955-3993 Bobbie Azrot for ACR – (951) 955-8961</p> <p>Authorized Customer Technical Contacts:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>Contract No. <u>209324-01</u></p> <p>Extension 2</p> <p>Start Date: 1/1/2013</p> <p>End Date: 12/31/2013</p> <p><i>Based on Exhibit F of Riverside Contract Dated 5/22/2007. Updated equipment address, annual fee, equipment list and page numbers only</i></p>
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This Product Maintenance and Support Agreement ("Agreement") will confirm the terms and conditions under which Sonant Corporation ("Sonant") will provide software and equipment maintenance and support services (collectively referred to as "Services") to the above stated customer ("County") for the software and equipment identified on Exhibit A attached hereto (the "Equipment").

I. TERM AND TERMINATION:

The initial Term of this Agreement is for one (1) year. This Agreement shall commence on the "Start Date" shown above and shall remain in effect through the End Date shown above. This Agreement may be extended for additional one (1) year periods by mutual written agreement of the parties.

After the first year of Service, this Agreement may be terminated either (i) by County upon thirty (30) days' written notice to Sonant, (ii) by Sonant upon sixty days' written notice to County, or (iii) by either party upon a default of the other party, such default remaining uncured for thirty (30) days from the date of written notice from the non-defaulting party to the other specifying such default, or (iv) upon the bankruptcy or insolvency of Sonant. Upon such termination, Sonant shall refund to County a portion of the annual fee prorated to reflect the date of termination and neither party shall have any further obligations hereunder.

 Sonant Corp. _____ Riverside County TTC-ACR

II. PAYMENT:

As consideration for the Services, County shall pay Sonant an annual fee on or before the Start Date hereof and on the anniversary date for each subsequent renewal term. The current annual fee is \$64,045.00. The payment terms for all other payments hereunder shall be Net 30 days from date of invoice.



Sonant Corp.

____ Riverside County TTC-ACR

III. AVAILABILITY OF SERVICES:

The Services to be provided by Sonant to County under this Agreement are available as follows:

- Provide coverage 24 hours a day and seven days a week
- The toll-free support hot-line shall be staffed by a specialist from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding Sonant's standard holidays as published annually. Staff shall have VPN access for troubleshooting with appropriate security without incurring any additional cost.
- County shall be provided additional access information for after-hours support. This access information will allow the County to contact Sonant personnel when the technical support hotline is not staffed. The on-call Sonant specialist will receive a page and retrieve the caller's information from Sonant's voice-mail system. The Sonant specialist will then contact the County by telephone.
- Sonant shall make best efforts to acknowledge or reply to all requests for Services within 30 minutes of each request. On-site software support or maintenance Services will be provided by Sonant in the event that remote diagnostic efforts cannot resolve the designated problem.
- Support to setup and maintain test environments of the system.
- Ongoing support for installing all new IVR hardware and software (these should be available via CD or the internet).
- In the event of a total system failure or a critical failure that may impede the County's ability to assist customers, Sonant shall, within two (2) hours of being notified, initiate and maintain repair activities necessary to restore the system to full functionality. If repair cannot be made using VPN access, Sonant shall comply with the two (2) hour on-site response time.
- In the event of a non-critical failure, Sonant shall, within twelve (12) hours of being notified, initiate repair activities necessary to restore the system to full functionality. If repair cannot be made using VPN access, Sonant shall comply with the twelve (12) hour on-site response time.
- Sonant shall have the ability to provide support for the proposed solution for a minimum of ten years.
- Sonant shall provide a five-year maintenance/service plan as described in Exhibit C.
- Sonant shall provide hardware upgrade support, as deemed reasonable by the County and Sonant, if the County elects to upgrade hardware at a future date. County understands and acknowledges that it will bear the cost of obtaining the upgraded hardware.
- Sonant shall provide a documented Contingency/Manual Back-up plan for implementation when there is a partial system outage.
- Sonant shall provide a written detailed data backup and system redundancy plan.
- Sonant shall provide the following System Recovery and Data Backup services. Sonant will create system images of all servers installed on site. These images will be created on a regular basis as part of ongoing maintenance whenever significant changes are made to the system/s, or application. The images will allow the servers to be restored to that specific set point in a quick manner. In addition to these images, the

Sonant Corporation

6215 Ferris Square, Suite 220., San Diego, CA 92121-3283

Rev. 05/08/07

EXHIBIT A - System Equipment List: 1/1/20013 – 12/31/2013

Component Description	Quantity
Initial System	
ClientCall 4062B Rack Mount Server Platform including chassis, RAID disk hot-swap hard disk drive array, and redundant power supplies (Dell Power Edge 2900)	3
ClientCall 4062A Rack Mount Server Platform including chassis, RAID disk hot-swap hard disk drive array, and redundant power supplies (Dell Power Edge 2950)	2
92 Port Digital 4 PRI Telephone Trunk Interface module	2
46 Port Digital 2 PRI Telephone Trunk Interface module	2
ClientCall AGE Software License, Application Generation Environment for IVR	2
Voice Processing DTMF Port Software License	161
Text-To-Speech Base Software License	2
Spanish Language DTMF Software License	2
Voice Forms Software License	2
Fax Outbound Processing Software License	2
ACD System Software License includes graphical and tabular report generator, and CTI InfoLock with screen pops	1
Call Recording Software License	1
ACD Seat Software License	53
Electronic Payment Processing Software (EPS5) License for 1 department, 1 merchant account, and 2 managers	1
TaxTalk Application software license	1
Tailored TaxTalk eCenter IVR for Treasurer/Tax Collector Application Software including integration with County host database, custom IVR script, processing logic, and CTI host interface screen & professional voice recordings	1
Tailored Tax Web Application Software for Treasurer/Tax Collector	1
Custom eCenter IVR for Assessor/Clerk-Recorder Application Software including integration with County host database, custom IVR script, processing logic, and CTI host interface screen & professional voice recordings	1
Additional ACD Seat Licenses (TTC)	9
Additional ACD Seat Licenses (TTC)	3
Application Software Development for Accessing and Updating Tax Collector Data on Mainframe	1
D&T Server:	
ClientCall 4062A Rack Mount Server Platform including 4u chassis, RAID-5 5 disk hot-swap hard disk drive array, and redundant power supplies (Dell Power Edge 2950)	1
4-port Analog Telephone Trunk Interface	1
ClientCall AGE Software License Application Generation Environment for IVR, per server	1
Voice Processing DTMF Port Software License, per port	4
ACD System Software License includes 6 seat licenses, graphical and tabular report generator, and CTI InfoLock with screen pops	1
Text-To-Speech Base, per server	1
Spanish Language DTMF Software License, per server	1
Voice Forms Software License, per server	1
Call Recording Software License, per server	1
Fax Outbound Processing Software License, per server	1
Electronic Payment Processing Software License for 1 department, 1 merchant account, and 2 managers	1
TaxTalk Application Software License	1

 Sonant Corp.

_____ Riverside County TTC-ACR



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

Tracking Number for Internal Use Only

REQUESTED PURCHASE: RENEWAL OF MAINTENANCE AND SUPPORT																					
DEPARTMENT/AGENCY: TREASURER-TAX COLLECTOR/ASSESSOR-CLERK RECORDER																					
CONTACT NAME/PHONE: DEBBIE BASHE/955-3993																					
PURCHASE REQUEST: <input type="checkbox"/> NEW EQUIPMENT/SERVICES <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT																					
PURCHASE TYPE: <input type="checkbox"/> PROFESSIONAL SERVICES <input type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input checked="" type="checkbox"/> RENEWAL																					
DESCRIBE REQUESTED PURCHASE	Interactive Voice Response System and Interactive Web Response System Product Maintenance and Support.																				
BUSINESS NEEDS ADDRESSED	IVR/IWR automated property tax information and payments.																				
ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY? <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN																					
BUSINESS CRITICALITY <input checked="" type="checkbox"/> Run the business <input type="checkbox"/> Grow the business <input type="checkbox"/> Transform the business	BUSINESS IMPACT (SELECT ALL THAT APPLY) <input checked="" type="checkbox"/> Support current operations <input type="checkbox"/> Reduce Expenses <input checked="" type="checkbox"/> Improve Customer Service <input checked="" type="checkbox"/> Improve Operational Efficiencies																				
BUSINESS RISKS	Financial: Reduced Revenue Flow Operational: Inability to provide public service Customer: Inability to access property tax information timely																				
ALTERNATIVE SOLUTIONS	1. [Solution] 2. [Solution] 3. [Solution]																				
TRANSACTION <input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase Lease Years: _____																					
PURCHASE COSTS Hardware: \$ Software: \$ Labor: \$	COST BENEFIT ANALYSIS <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></td> <td></td> <td></td> </tr> <tr> <td>Ongoing Annual Cost</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual Cost Savings</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Net Annual Savings</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost				Ongoing Annual Cost				Annual Cost Savings				Net Annual Savings			
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RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
 To be completed for all departmental purchases of IT systems, services or renewals

Tracking Number for
Internal Use Only

TOTAL COST: \$64,045	Project Implementation Cost			
	Project Payback Period? yrs			

Department Head Signature: *[Signature]* Date: *10-3-12*

RCIT RECOMMENDATION – for purchases and renewals under \$100,000

Recommended: Yes No (Non-recommended requests submit to TSOC)

By: *Wesley P. Colvig* Date: *10/3/2012*

Chief Information Officer Signature: *[Signature]* Date: *30 Oct 12*

RCIT explanation for non-recommended requests:

[Empty box for RCIT explanation]

TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals

Recommended: Yes No (In no, provide explanation below)

TSOC Chair Signature: _____ Date: _____

TSOC explanation for denied requests:

[Empty box for TSOC explanation]