

FORM APPROVED COUNTY COUNSEL
 BY: *Heather...*
 DATE: 1/7/14
 NEAL R. KIPNIS

219



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

FROM: Department of Public Social Services

SUBMITTAL DATE:
 January 9, 2014

SUBJECT: Amendment #1 to agreement AA-02678 with Jaguar Computer Systems for GAIN Resource Room Managed IT Services [DISTRICT – ALL] [\$73,000] [Federal 77.12%, State 22.88%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and authorize the Purchasing Agent to sign the first amendment to Agreement # AA-02678 with Jaguar Computer Systems for the period of July 1, 2013 through June 30, 2014 for an increase in the contract amount from \$25,000 to an amount not to exceed \$73,000, while a competitive bid process is completed
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, 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.

BACKGROUND:
 (Continued on page 2)

Susan von Zabern
 Susan von Zabern
 Director

| FINANCIAL DATA | Current Fiscal Year: | Next Fiscal Year: | Total Cost: | Ongoing Cost: | POLICY/CONSENT (per Exec. Office) |
|--|----------------------|-------------------|-------------|------------------------|---|
| COST | \$ 48,000 | \$ 0 | \$ 73,000 | \$ 0 | Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/> |
| NET COUNTY COST | \$ 0 | \$ 0 | \$ 0 | \$ 0 | |
| SOURCE OF FUNDS: Federal Funding: 77.12% State Funding: 22.88%; County Funding: 0%; Realignment Funding: 0%; Other Funding: 0% | | | | Budget Adjustment: No | |
| | | | | For Fiscal Year: 13-14 | |

C.E.O. RECOMMENDATION: APPROVE
 BY: *Jennifer L. Sargent*
 County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

Departmental Concurrence
 Purchasing: *Mark Seiler*
 Mark Seiler, Assistant Director

- A-30
- Positions Added
- 4/5 Vote
- Change Order

Prev. Agn. Ref.: _____ District: All Agenda Number:

3-12

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

FORM 11: Agreement with Jaguar Computer Systems for GAIN Resource Room Managed IT Services -FRC addition, without seeking competitive bids

DATE: January 9, 2014

PAGE: Page 2 of 2

BACKGROUND:

Summary (continued)

Jaguar Computer Systems manages a public computer network to provide internet access for clients in DPSS Greater Avenues toward Independence (GAIN) Resource Rooms and to provide Internet access to DPSS contractors providing services to our clients. Because this is public access, DPSS cannot provide this service through CORNET. Jaguar installs the network hardware, installs software on workstations, provides a web portal, manages and monitors the network, and provides helpdesk and on-site support.

GAIN is DPSS' welfare to work program. DPSS provides its GAIN clients computer access to training materials, along with internet access to perform job searches and to submit resumes and applications to prospective employers.

The network is also used by Maximus, who assists eligible clients to find health care providers.

DPSS is mandated by the State to have a certain percentage of our CalWORKs clients be working or actively participating in Welfare to Work. Providing internet access for these clients is integral to meet these goals.

DPSS is also mandated to ensure that each of our clients attend a presentation where they are informed of managed care and fee-for-service options. Maximus contracts with the State to provide this service. We have an agreement with Maximus to provide them office space and internet access.

This amendment extends Jaguar Computer Systems' contract through FY 13/14 while DPSS completes a Request for Proposal to establish a vendor for the next five years.

Impact on Residents and Businesses

This program assists the residents of Riverside County to locate employment, helping to move them toward self sufficiency.

SUPPLEMENTAL:

Contract History and Price Reasonableness

DPSS has contracted with Jaguar to provide these services since 2008. Jaguar has unique knowledge of this network and DPSS requirements due to the five year period they have provided these services. That contract's last renewal option expired June 30, 2013.

In June, 2013 County Purchasing permitted DPSS to extend Jaguar's contract through October 31, 2013 for an amount not to exceed \$25,000 with the direction that DPSS would re-bid these services. DPSS was unable to complete the bid within this timeframe. DPSS is therefore requesting the Board approve a contract extension for the completion of a bid and to allow time for a possible contract transition period.

The rates for professional services from Jaguar are based on the rates included in their County awarded contract. The rates for DSL services to each office are basically a pass-through from the local telecom providers.

SvZ:bt

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
AMENDMENT # 01
PROFESSIONAL SERVICES AGREEMENT WITH

Jaguar Computer Systems Inc
GAIN Resource Room Managed IT Services -FRC addition

PROFESSIONAL
SERVICES CONTRACT: AA-02678-01

CONTRACT TERM: July 1, 2013 through June 30, 2014

EFFECTIVE DATE
OF AMENDMENT: July 1, 2013

MAXIMUM AMOUNT: Not to exceed \$73,000

The agreement between the Riverside County Department of Public Social Services, hereinafter referred to as DPSS, and Jaguar Computer Systems Inc, hereinafter referred to as Contractor, is amended in the following particulars and no others:

1. On the Recitals Page, and every page thereafter, amend all references to the contract number to read: AA-02678-01
2. Amend the Effective Period to read July 1, 2013, through June 30, 2014.
3. Amend Cost to read not to exceed \$73,000.
4. Amend paragraph 2.1 to read, "This Agreement shall be effective July 1, 2013 through June 30, 2014, unless terminated as specified in Section 5.0 TERMINATION. CONTRACTOR shall commence performance of requested services upon notification and shall diligently perform such services."
5. Amend paragraph 3.1 to read, "The COUNTY shall pay the CONTRACTOR for services performed. Maximum payments by COUNTY to CONTRACTOR shall not exceed \$73,000. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products."
6. Delete Attachment A "Scope of Work" in its entirety, and replace with Attachment A attached hereto.

The undersigned, as authorized representatives of DPSS and Contractor, respectively, certify the establishment of the Amendment #1 to the Contract.

Riverside County

Jaguar Computer Systems Inc

Jeff Stone
Chair, Board of Supervisors

George F Hoanzi
Marketing Vice President

Date

Date

FORM APPROVED COUNTY COUNSEL
BY: Neal R. Kipnis 12/14
NEAL R. KIPNIS DATE

I. DEFINITIONS

- A. "Contractor" shall mean any employee, agent or representative of the contract company used in conjunction with the performance of the contract.
- B. "CORNET" shall mean the County of Riverside Network.
- C. "COUNTY" shall mean the County of Riverside and its Department of Public Social Services. For purposes of this contract, DPSS and County are used interchangeably.
- D. "DPSS" shall mean the Department of Public Social Services. For purposes of this contract, DPSS and County are used interchangeably.

II. DPSS RESPONSIBILITIES

- A. Assign staff to be liaison between DPSS and the Contractor.
- B. DPSS may monitor the performance of the Contractor in meeting the terms, conditions and services in this Contract. DPSS, at its sole discretion, may monitor the performance of the Contractor through any combination of the following methods: periodic on-site visits, annual inspections, evaluations and Contractor self-monitoring.

III. CONTRACTOR RESPONSIBILITIES

- A. The Contractor shall provide Managed Services Supporting Public Internet Access to DPSS GAIN Resource Rooms.
- B. The Contractor shall provide users at DPSS GAIN Resource Rooms with filtered Internet content, and reporting via a VPN tunnel to Jaguar ASP Hosting service to include:
 - 1. SurfControl filtering all undesirable sites
 - 2. Monitored Internet access via DPSS filtered Portal access
 - 3. Help Desk support for users
 - 4. A DPSS splash page and Use Policy acknowledgement statement before User acquiring DHCP address permitting access to Internet.
- C. The Contractor shall provide a monthly report of activity by site, including Internet category statistics report by most accessed sites. Reports shall be submitted to DPSS Contracts Administration Unit on a quarterly basis by the 20th of the month following the report month at: contractreporting@riversidedpss.org
- D. The following DPSS GAIN Resource Room locations will continue to have public Internet access via hardwired connectivity at designated public available workstations. The Contractor shall bill according to the following tables:

| Item | GAIN Locations | Extended One Time Installation | Comments |
|----------|---|--------------------------------|--------------------------------|
| 1 | Perris FRC – (GAIN Office) CALWorks site 2055 N. Perris Blvd Suite "B", Perris | | Utilize GAIN installed network |
| | Infrastructure - turnkey implementation of a secure infrastructure connectivity - public Internet access of laptop, wiring to private network, CAT5 cabling patch/panel, test circuit, Image PC, Proxy filtering of URL's, Anti-virus scanning. Monthly DSL service cost leveraged through existing GAIN site connections. | \$180.00 | |
| | If required RCIT will be contracted by DPSS to provide CAT 5e cable drop from Communications Room | | |
| | Jaguar Setup, installation and configuration | \$360.00 | |
| | Public furniture was implemented like a voter booth to provide adequate personal information privacy. – locking of PC's | \$370.00 | |
| | | \$910.00 | |
| | | | |
| 2 | Desert Hot Springs FRC - (GAIN Office). 14-201 Palm Drive, Suite _____, DHS 92440 | | Utilize GAIN installed network |
| | Infrastructure - turnkey implementation of a secure infrastructure connectivity - public Internet access of laptop, wiring to private network, CAT5 cabling patch/panel, test circuit, Image PC, Proxy filtering of URL's, Anti-virus scanning. | \$180.00 | |
| | If required RCIT will be contracted by DPSS to provide CAT 5e cable drop from Communications Room | | |
| | Jaguar Setup, installation and configuration | \$630.00 | |
| | Public furniture like a voter booth to provide adequate personal information privacy. – locking of PC's | \$370.00 | |
| | Sub-total | \$1,180.00 | |
| | | | |
| 3 | Rubidoux (Jurupa) FRC – 5961 Mission Blvd., Jurupa Valley, CA | | |
| | Infrastructure - turnkey implementation of a secure infrastructure connectivity - public Internet access of laptop, wiring to private network, CAT5 cabling patch/panel, test circuit, Image PC, Proxy filtering of URL's, Anti-virus scanning. | \$180.00 | |
| | If required RCIT will be contracted by DPSS to extend IT circuit from MPOE to Communications Room | | |
| | Jaguar Setup, installation and configuration | \$360.00 | |

| | | | |
|---|---|-------------------|--|
| | Public furniture like a voter booth to provide adequate personal information privacy. – locking of PC's | \$370.00 | |
| | Sub-total | \$910.00 | |
| | | | |
| 4 | Mecca - FRC – 91-275 Avenue 66, Suite 100, Mecca, CA 92254 | | |
| | Infrastructure - turnkey implementation of a secure infrastructure connectivity - public Internet access of laptop, wiring to private network, CAT5 cabling patch/panel, test circuit, Image PC, Proxy filtering of URL's, Anti-virus scanning. | \$380.00 | Requires a T1 Circuit to be ordered with monthly recurring costs |
| | If required RCIT will be contracted by DPSS to extend IT circuit from MPOE to Communications Room | | |
| | Jaguar Setup, installation and configuration | \$820.00 | |
| | Public furniture like a voter booth to provide adequate personal information privacy. – locking of PC's | \$370.00 | |
| | Sub-total | \$1,470.00 | |
| | | | |
| | SUBTOTAL | \$4,470.00 | |

MONTHLY RECURRING COSTS

| Item | GAIN Locations | Monthly Recurring | Total |
|------|---|-------------------|------------|
| 1 | Banning 1 Room | | |
| | Estimated Monthly Phone/DSL Service | \$187.00 | \$2,244.00 |
| 2 | Blythe – 1 room | | |
| | Estimated Monthly Satellite Services | \$187.00 | \$2,244.00 |
| 3 | Cathedral City – 1 room | | |
| | Estimated Monthly Phone/DSL Service | \$176.00 | \$2,112.00 |
| 4 | Elsinore – 2 rooms | | |
| | Estimated Monthly Phone/DSL Service | \$151.80 | \$1,821.60 |
| 5 | Desert Hot Springs 1 Room | | |
| | Estimated Monthly Phone/DSL Service | \$187.00 | \$2,244.00 |
| 6 | Hemet – 2 rooms | | |
| | Estimated Monthly Phone/DSL Service | \$151.80 | \$1,821.60 |
| 7 | Indio Self staffing 1 room | | |
| | Estimated Monthly Phone/DSL Service | \$151.80 | \$1,821.60 |
| 8 | Jurupa 1 room | | |
| | Estimated Monthly Phone/DSL Service | \$151.80 | \$1,821.60 |
| | Estimated Monthly Phone/DSL Service (HCO) | \$151.80 | \$1,821.60 |
| 9 | La Sierra 1 room | | |
| | Estimated Monthly TI Service | \$484.00 | \$5,808.00 |
| 10 | Mecca FRC | | |
| | Estimated Monthly T1 Service | \$422.00 | \$2,954.00 |
| 11 | Moreno Valley 3 rooms | | |
| | Estimated Monthly Phone/DSL Service | \$126.50 | \$1,518.00 |
| | Estimated Monthly Phone/DSL Service (HCO) | \$151.80 | \$1,821.60 |

| | | | |
|----|---|-------------------|--------------------|
| 12 | Norco 1 room | | |
| | Estimated Monthly Phone/DSL Service | \$126.50 | \$1,518.00 |
| 13 | Perris 1 room | | |
| | Estimated Monthly Phone/DSL Service | \$253.00 | \$3,036.00 |
| | Estimated Monthly Phone/DSL Service (HCO) | \$151.80 | \$1,821.60 |
| | Rubidoux FRC | | |
| | Estimated Monthly Phone/DSL Service | \$85.00 | \$595.00 |
| 14 | Temecula 1 room | | |
| | Estimated Monthly Phone/DSL Service | \$143.00 | \$1,716.00 |
| 15 | User HelpDesk services - trouble shooting 13 GAIN locations | \$957.00 | \$11,484.00 |
| | | \$50.00 | \$350.00 |
| 16 | Site Administration to appliance: Patching, Upgrades, ACL updates, Firewall/Security Filter, ISO storage & Virus Scan | \$1,155.00 | \$13,860.00 |
| 17 | GAIN Web site Hosting, updates, enhancements, and maintenance | \$286.00 | \$3,432.00 |
| 18 | SUB TOTAL | \$5,887.60 | \$67,866.20 |

TOTAL

\$72,336.20