

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

168



**FROM:** Department of Environmental Health

**SUBMITTAL DATE:**  
April 30, 2014

**SUBJECT:** Approve Amendment No. 15 with Decade Software Company, LLC for ongoing Licensing, Support, Upgrades and Training Districts 1-5 [1,502,295 total; 100% department operating budget].

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve and execute the amendment to the agreement with Decade Software Company, LLC for annual renewal of licenses, maintenance, upgrades, support and training for an annual amount not to exceed \$343,318, for a five year aggregate amount not to exceed \$1,502,295, which contains an option to renew the agreement annually for 4 additional one-year periods; and
2. Authorize the Purchasing Agent in accordance with Ordinance 459, to exercise renewal option, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the original agreement, including amendments to the compensation provision that do not exceed the annual CPI rates.

**BACKGROUND:**

On May 17, 2005 agenda 3.4, and June 18, 2013 agenda 3.33 the Board of Supervisors approved a contract with Decade Software Company, LLC to consolidate and computerize the Department of Environmental Health's (DEH) existing systems for inspections, permit tracking, to reduce paper intensive processes and provide a portable computing system for field staff.

(Continued on Page 2)

FISCAL PROCEDURES APPROVED  
PAUL ANGULO, CPA, AUDITOR-CONTROLLER  
BY: Esteban Hernandez 6/15/14

Steve Van Stockum  
Director, Department of  
Environmental Health

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
<b>COST</b>	\$ 0	\$ 343,318	\$ 1,502,295	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$	
<b>SOURCE OF FUNDS:</b> Department operating budget				<b>Budget Adjustment:</b> No	
				For Fiscal Year: 14/15-18/19	

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

APPROVE  
BY:   
~~Steven C. Horn~~  
Steven C. Horn

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

FORM APPROVED COUNTY COUNSEL  
BY: NEAL R. KIPNIS DATE: 5/22/14  
Departmental Concurrence

Purchasing:   
Mark Seiler, Assistant Director

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

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**  
**FORM 11: Approve Amendment No. 15 with Decade Software Company, LLC for ongoing Licensing, Support, Upgrades and Training Districts 1-5 [1,502,295 total; 100% department operating budget].**  
**DATE:** April 30, 2014  
**PAGE:** 2 of 2

**BACKGROUND:**  
**(continued)**

Envision Connect Software is proprietary to Decade Software Company, LLC and, like PeopleSoft, is not sold or maintained by other vendors. The portable computerized system allows field staff to expedite generating inspections, tracks issuance of inspections, permits and fees collected. Eliminates duplication and reduces staff time from manual to automated processes.

**Impact on Residents and Businesses**

**SUPPLEMENTAL:** RCIT H-11 Approval; Attachment A; Attachment B; and Attachment C

**Additional Fiscal Information**

Funding for Decade license/support (\$343,318) is included in FY 14-15 operating budget. Future operating budget years will include amounts projected by Decade for licensing and support services as referenced in Attachment B.

**Contract History and Price Reasonableness**

Decade Software Company, LLC software, will continue to provide the County with the same annual cost for maintenance and services since 2009 without increase. During this time the State required an additional module to Envision Connect (the CUPA Portal; allows participating cities and businesses to submit their data and have it transmitted to the State) and the launch of Envision Connect Remote, allowing field inspectors to conduct paperless inspections, increasing the costs to the county. The annual cost will continue for the term of performance period at the rates set forth in this amendment.

FY 2014/15 \$343,318  
FY 2015/16 \$270,800  
FY 2016/17 \$282,340  
FY 2017/18 \$297,057  
FY 2018/19 \$308,780

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Total \$1,502,295

**COUNTY OF RIVERSIDE  
AMENDMENT NO. 15 TO THE AGREEMENT  
WITH  
DECADE SOFTWARE COMPANY, LLC  
(REIMS)**

**CONTRACTOR:** Decade Software Company, LLC  
Contract Term: July 1, 2014 through June 30, 2015  
Effective Date of Amendment: July 1, 2014  
Annual Maximum Contract Amount: \$343,318

The Agreement between Riverside County, herein referred to as COUNTY and Decade Software Company, LLC herein referred to as CONTRACTOR, is amended as follows:

1. On page 5 of the Agreement, amend Paragraph 1 of the "Period of Performance": To amend all reference to the Period of Performance from expiration of June 30, 2014 to a Period of Performance of July 1, 2014 through June 30, 2015, renewable annually through June 30, 2019 unless terminated as specified in Section 35 Termination. All other terms of the Period of Performance in the Agreement shall apply.

2. On page 5 of the Agreement, amend Section 2 the "Compensation": The COUNTY agrees to pay CONTRACTOR for Fiscal Year 2014/2015 three hundred forty three thousand three hundred eighteen (\$343,318), inclusive of the following: Envision Connect License/Support Fees, one hundred twenty six thousand (\$126,000); Envision Connect Remote (ECR) License/Support Fees, seventy two thousand (\$72,000); Envision Connect Portal License/Support Fees, forty thousand (\$40,000); CERS Integration Wizard License/Support Fees, twenty four thousand (\$24,000); The following items are carried over from amendment 13 not yet implemented due to delays; Envision Connect Portal Setup & Configuration twenty seven thousand (\$27,000) Onsite ECR Training including travel nineteen thousand five hundred and sixty eight (\$19,568); and Data Remediation Services thirty four thousand seven hundred and fifty (\$34,750) based on the availability of fiscal funding. Attachments A, B & C are attached.

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**  
Decade Software Company, LLC  
1195 West Shaw Avenue  
Fresno, CA 93711

By: \_\_\_\_\_  
Name:  
Title:  
Date: \_\_\_\_\_

By: Kevin Delaney  
Name: Kevin Delaney  
Title: Chief Executive Officer  
Date: 5-30-14

RFP#PUARC364  
BOS agenda # & Date 3.33 June 18, 2013  
Form #116-311 Revision Date: 04/21/09

FORM APPROVED COUNTY COUNSEL  
BY: Neal R. Kipnis DATE: 5-30-14  
NEAL R. KIPNIS

**RIVERSIDE COUNTY, DEPARTMENT OF ENVIRONMENTAL HEALTH  
ENVISION CONNECT REMOTE (ECR)  
STATEMENT OF WORK**

**1.0 Purpose**

Riverside County, Department of Environmental Health (RCDEH) is currently performing inspections via a workflow with significant manual processes. Inspectors complete a paper inspection form, and then enter some of this information into the Environmental Health Department's line of business application, Envision Connect (EC). Implementing Envision Connect Remote (ECR) will automate the workflows and eliminate duplication of effort on the inspectors. ECR will track field inspections of regulated sites for Health programs such as:

- Food establishments and retail markets
- Hazardous materials handlers, processors, treatment sites, and underground storage tanks
- Recreation (parks, campgrounds, pools, spas, etc.)
- Water quality (public water systems, onsite water wells)
- Vector Control

Activities associated with these programs include:

- Complaint investigations
- Billing for services provided
- Plan reviews
- Permitting

ECR will allow inspectors to perform inspections in the field in an offline mode, and allows inspectors to capture an entire compliance inspection (or other field activity) using an Intel-based Windows 7 (or 8) notebook or tablet computer.

**2.0 Background**

The County is currently on Envision Connect 5.1.8, and is required to upgrade to a more recent version of the product to support an interface with a State system. However, there are features and functionality in ECR 5.2 (or later) that better fit the needs of Environmental Health.

The initial ECR pilot will be limited to two programs: food facility inspections and water well approvals. The portion of the food facility pilot will take place at Environmental Health's Murrieta Office. In contrast, the water well approvals involve staff working out of

**RIVERSIDE COUNTY, DEPARTMENT OF ENVIRONMENTAL HEALTH  
ENVISION CONNECT REMOTE (ECR)  
STATEMENT OF WORK**

Environmental Health's downtown Riverside office and the Indio office.

One of the goals of the pilot program is to select a single device or a single device in each category (e.g. one tablet and one notebook). To this end, the County has purchased the following devices for ECR (Pilot):

- A. Lenovo ThinkPad Helix
- B. Lenovo ThinkPad X1 Carbon Touch
- C. Fujitsu Stylistic Q702
- D. Microsoft Surface Pro 2
- E. Panasonic Toughpad FZ-G1

Later phases of the project will add other inspection programs and/or offices. In addition to the offices involved in the project pilot, the Department has offices in: Corona, Hemet, Palm Springs and Riverside (Health Administration Building).

The servers are centrally hosted at the Health Administration Building that is connected by a gigabit uplink to the County's core network. Branch offices are connected to the nearest hub site on the core network, but these connections are currently limited to as few as two bonded by T-1 lines. ECR software should be able to be function within the constraints of this network architecture.

**3.0 Business Goals and Objectives**

1. Reduce the time between inspection and data entry by automating the workflow in the field and in the office.
2. Improve the consistency and accuracy of data collected during the inspection by reducing data entry to a one-time process via Envision Connect Remote (ECR) and by prepopulating the inspection checklist with data already contained within Envision Connect (EC).
3. Improve inspection efficiency through the use of boilerplate text, and prepopulating the inspection report with information already contained within EnvisionConnect.

**4.0 Scope of Services**

The Vendor, Decade Software, will work with the Riverside County Department of Environmental Health (RCDEH) and Riverside County Information Technology (RCIT) to provide any and all services necessary to support Environmental Health programs supported by ECR product. The description of activities and services below are to provide a general framework or a general sequence of events that cover ECR implementation. Thus, these services are not limited to those described herein.

**RIVERSIDE COUNTY, DEPARTMENT OF ENVIRONMENTAL HEALTH  
ENVISION CONNECT REMOTE (ECR)  
STATEMENT OF WORK**

Installation, Implementation and Support:

1. Project Analysis and implementation plan with detailed work plan and timelines
2. Setup Server Hardware
3. Install and configure software components on server.
4. Setting up of Server Replication of Development, Test and Production servers.
5. Setting up of merge agent of development, test and production servers.
6. Setting up of snapshot agent of development, test and production servers.
7. Recommendation and resolution of bandwidth issues.
8. Assist in the automation of installation of pre-requisite software for client computers.
9. Installation of ECR on client tablets/notebooks.
10. Review the business requirements/workflows and assist in implementing ECR to best fit each of the programs.
11. Configure and customize the ECR application to meet the business goals and objectives.
12. Assistance in writing and executing scripts for data clean up that require EC data to be compliant and align with ECR functionality.
13. Quality Assurance (QA) Testing, Functionality Testing and User Acceptance Testing (UAT).
14. Application support, setup, configure and upgrade compatible releases of EC and ECR.
15. Training Support
16. Go Live Support

**RIVERSIDE COUNTY, DEPARTMENT OF ENVIRONMENTAL HEALTH  
ENVISION CONNECT REMOTE (ECR)  
STATEMENT OF WORK**

**5.0 Vendor Project Deliverables**

The Vendor, Decade Software, shall provide support for and assistance with implementing for the following programs.

1. District Environmental Services
  - a. Food Facility Inspections
  - b. Food Facility Plan Check
  - c. Household Trash, Garbage and Sewage Complaints
  - d. Mobile Home Parks & Organized Camps
  - e. Public Swimming Pools and Spas
  - f. Public Swimming Pools and Spas Plan Check
  - g. Vector Control
  - h. Retail Tobacco
2. Environmental Protection and Oversight
  - a. Environmental Resource Management
    - i. Body Art
    - ii. Environmental Cleanup
    - iii. Industrial Hygiene
    - iv. Land Use
    - v. Liquid Waste
    - vi. Medical Waste
    - vii. Solid Waste
    - viii. Water Systems
  - b. Hazardous Materials Management
    - i. Aboveground Petroleum Storage
    - ii. Cal-Accidental Release

**RIVERSIDE COUNTY, DEPARTMENT OF ENVIRONMENTAL HEALTH  
ENVISION CONNECT REMOTE (ECR)  
STATEMENT OF WORK**

- iii. Certified Unified Program Agency
- iv. Emergency Response & Investigations
- v. Hazardous Materials Business Plan
- vi. Hazardous Waste Generator / Tiered Permitting
- vii. Underground Storage Tank

**Envision Connect Remote (ECR) Revised Payment Milestones**

Payment %	Service Description	Milestone	Amount
25% of \$72,000	<p>ECR Pilot</p> <ul style="list-style-type: none"> <li>• DES – Food Facility (Murrieta Office)</li> <li>• ERM – Water Wells</li> </ul>	<p>Invoiced when:</p> <ul style="list-style-type: none"> <li>• Field activities for designated programs can be performed using ECR</li> <li>• Data sync performance and reliability conforms to County expectations</li> </ul>	\$18,000
25% of \$72,000	<p>ECR Phase I</p> <ul style="list-style-type: none"> <li>• DES/EPO Programs TBD Mutually agreed upon by both parties (County and Decade) before implementation</li> </ul> <p>See above for the list of programs</p>	<p>Invoiced when:</p> <ul style="list-style-type: none"> <li>• Field activities for designated programs can be performed using ECR</li> <li>• Data sync performance and reliability conforms to County expectations</li> </ul>	\$18,000
25% of \$72,000	<p>ECR Phase II</p> <ul style="list-style-type: none"> <li>• DES/EPO Programs TBD Mutually agreed upon by both parties (County and Decade) before implementation</li> </ul> <p>See above for the list of programs</p>	<p>Invoiced when:</p> <ul style="list-style-type: none"> <li>• Field activities for designated programs can be performed using ECR</li> <li>• Data sync performance and reliability conforms to County expectations</li> </ul>	\$18,000
25% of \$72,000	<p>ECR Phase III</p> <ul style="list-style-type: none"> <li>• DES/EPO Programs TBD Mutually agreed upon by both parties (County and Decade) before implementation</li> </ul> <p>See above for the list of programs</p>	<p>Invoiced when:</p> <ul style="list-style-type: none"> <li>• Field activities for designated programs can be performed using ECR</li> <li>• Data sync performance and reliability conforms to County expectations</li> </ul>	\$18,000



Attachment B

Riverside County Comm. Health Agency

Annual License by Product	Year 1	Year 2	Year 3	Year 4	Year 5
EnvisionConnect	\$126,000.00	\$130,000.00	\$136,500.00	\$144,325.00	\$150,491.00
EnvisionConnect Remote	\$72,000.00	\$75,600.00	\$79,380.00	\$83,349.00	\$87,516.45
EnvisionConnect Portal	\$40,000.00	\$40,000.00	\$40,000.00	\$41,600.00	\$41,600.00
CERS Integration Wizard	\$24,000.00	\$25,200.00	\$26,460.00	\$27,783.00	\$29,172.00
EnvisionConnect Portal Setup & Configuration	\$27,000.00				
Onsite ECR Training Including Travel and Per Diem	\$19,568.00				
Data Remediation Services	\$34,750.00				
<b>Total</b>	<b>\$343,318.00</b>	<b>\$270,800.00</b>	<b>\$282,340.00</b>	<b>\$297,057.00</b>	<b>\$308,779.45</b>

There are 140 overall inspectors. 40 of those will be provided a 15% discount.

EC fees:  $100 * \$105 * 12 \text{ months} =$  \$126,000  
~~EC fees:  $40 * (\$105 * .85) * 12 \text{ months} =$  \$42,840~~  
 Total: \$126,000

ECR fees:  $100 * \$60 * 12 \text{ months} =$  \$72,000  
~~ECR fees:  $40 * (\$60 * .85) * 12 \text{ months} =$  \$24,480~~  
 Total: \$72,000

CIW fees:  $100 * \$20 * 12 \text{ months} =$  \$24,000

Attachment C

## Professional Services Rates

Support Services, will require authorization through a Professional Service Requests (PSR) signed by both parties.

The following rates will apply for the listed professional services.

Item	Rate	Per Unit
<b>Professional Services</b>		
• Custom Programming	\$126.00	Hour
• Consultation	\$126.00	Hour
• Report Development	\$126.00	Hour
<b>Training</b>		
• Training at Client Facility - Maximum of 6 participants	\$1,470.00	Day
• Training at Client Facility - Maximum of 15 participants	\$2,205.00	Day
• Training at Decade Facility	\$1,470.00	Day
• Training Online Using WebEx	\$105.00	Hour
<b>Support</b>		
• Phone Support Outside Normal Service Hours	\$189.00	Hour
• Third Party Support	\$126.00	Hour

### Travel Expenses

An estimate of per diem travel expenses will be provided at the time the PSR is created.

These prices may be increased annually on the Anniversary Date, upon at least sixty (60) days prior notice to client