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

FROM: Transportation and Land Management Agency (TLMA)

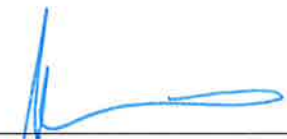
SUBMITTAL DATE:
June 25, 2014

SUBJECT: Approval of the Licensing, Professional Services and Maintenance/Support Agreement for a fully integrated Land Management System (LMS) with Tyler Technologies, Inc.; [\$5,704,356]; 100% Deposit Based Fee Revenue

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and execute the Licensing and Professional Services Agreement ("Agreement") with Tyler Technologies for a fully integrated Land Management System for a total amount of \$ 2,861,414; and,
2. Approve a 10 year Maintenance and Support Agreement for the LMS System with Tyler Technologies, Inc. in the aggregate amount of \$ 2,842,942 as part of the Agreement; and
3. Authorize the Purchasing Agent in accordance with Ordinance No. 459 to exercise the renewal option and to approve amendments to the contract that do not, in aggregate, exceed the 10% project contingency fund and sign amendments that do not change the substantive terms of the Agreement; and authorize the LMS Project/Delivery Manager to execute project-operational documents that do not change the scope of work, terms and conditions of the contract and have no fiscal impact; and

Continued on page 2


 Juan C. Perez, Director
 Transportation and Land
 Management

FORM APPROVED COUNTY COUNSEL
 BY:  NEAL R. KIPNIS
 DATE: 6/30/14
 Purchasing:  Mark Seller, Assistant Director

Departmental Conference

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 2,861,414	\$ 259,946	\$ 5,704,356	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	
SOURCE OF FUNDS: Land Management System Fund 31002-20203				Budget Adjustment: No	
				For Fiscal Year:	

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

BY: 
 Tina Grande

MINUTES OF THE BOARD OF SUPERVISORS


 Kevin K Crawford, CEO 27 June 14

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

Prev. Agn. Ref.:

District: All

Agenda Number:

3-59

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4. Authorize the Purchasing Agent to purchase additional licensing and/or professional support services for any enhancement, integration or project relating to Tyler- supplied systems. These services are at the sole discretion of TLMA, occurring after Go-Live, only if required, and are not to exceed \$200,000 per year including travel expenses.

BACKGROUND:

Summary

The Land Management System (LMS) is the information technology platform under which TLMA processes and coordinates land use approvals and associated permits. The LMS is critical in the day to day operations of the planning and permitting process as it tracks permits, inspections, conditions of approval, and fee payments. The majority of TLMA land management functions are initiated in the LMS and multiple County departments and agencies rely on the information generated in the LMS to review and approve TLMA initiated land use permits.

Upgrading our LMS to improve ease of use for our customers and staff is a critically important component of our County initiatives to become more "Business Friendly" and to leverage technology to provide improved, effective, and fiscally prudent services. The existing LMS is approximately seventeen (17) years old, no longer supported by the original vendor, built on an old technology platform and at the end of its useful life. The existing system has very limited online functionality, and is not compatible with basic Microsoft products, which makes reporting, data retrieval and customer self- service options very limited. Many of the current processes are performed with some level of manual intervention.

Full implementation of this LMS replacement project will be about an 18 month process. The fully integrated system will provide operational cost savings due to efficiencies and process improvements. The new system will allow TLMA to provide customer-centric features and functions such as online permits and electronic notifications of upcoming fee or ordinance changes. Additional benefits gained from the replacement system include:

- Improved customer access and transparency on the status of applications.
- Improved ability to accommodate increased workloads with existing staff.
- Greatly enhanced online customer service capabilities.
- Reduction in manual paper submittals as the County moves to Electronic media.
- Improved accuracy of data as redundant manual data entry is replaced by automation.
- Increased visibility and synergy between County Development Departments as well as the potential to interact with other public agencies.
- Improved data retrieval and reporting options
- Improved data and record security with the use of the Laserfiche image repository in conjunction with the system.
- Compliance with Riverside County Policies, Policy A58 – County Enterprise Security Policy, and A68 – Archives and Trusted System Policy.

Continuing with the current Land Management System, which was implemented in 1997, represents a significant business risk to the County. Risk of system failure and data loss dramatically increase as time progresses. Technological obsolescence will continue to drive support and maintenance costs upward as the availability of resources in the market continues to decrease (such as availability of replacement hardware).

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Impact on Citizens and Businesses

The replacement of the current antiquated LMS system is a critical component to reducing our processing costs, improving transparency and ease of use for our development applicants, and a powerful resource for County staff to process projects more efficiently. The new system will take advantage of the latest technologies in imaging/electronic plan review, data storage and retrieval, work flow processes and customer notifications to provide optimum customer service. The online functionality the new system offers will enable customers and county staff to utilize their mobile devices to complete their business with the County, in some instances without even having to visit a County office.

SUPPLEMENTAL:

Additional Fiscal Information

Funding for the initial project costs covered by the Licensing and Professional Services Agreement (\$2,861,414) has been set aside by TLMA through a surcharge collected on all Development Based Fees (DBF) applications (cost has been budgeted in FY 14/15 budget). Funding for annual operations and maintenance costs will be included in future annual budgets. There is no impact to the General Fund for this project.

Contract History and Price Reasonableness

County Purchasing released a Request for Proposal (RFP) TLARC-371, to solicit as many qualified bidders as possible. Purchasing sent notifications to all known vendors and contacts registered in the County database and PublicPurchase.com; totaling over 150 individuals and/or companies, as well as advertised on the County Purchasing's Internet Site. Three (3) bids deemed responsive by Purchasing were received by the County.

The Proposals were carefully reviewed by an evaluation team consisting of personnel from TLMA and Riverside County Information Technology (RCIT). The evaluation team reviewed and scored each Proposal based upon the bidder's responses to the following bid criteria:

- Responses to RFP requirements
- Software Capability
- Technical Staff Capability
- Overall Cost
- Reference Calls
- Client Site Visits
- Financial Statements

Vendor demonstrations were conducted over an intensive three week period (one week per vendor) and then ranked by the evaluation team. Additionally, references, site visits and best and final offers with the top two vendors were requested and conducted. Based on the results of the demonstrations, references, site visits and best and final offers, County staff entered into negotiations with Tyler Technologies, Inc.

The evaluation team recommends that the contract award be given to Tyler Technologies, Inc., as the most responsive/responsible and highest score vendor, with an aggregate amount of \$5,704,356 over a 10 year period. Tyler Technologies is currently successfully engaged with the County on the Clerk and Recorder Document System (CARDS), and has an established track record of decades of experiences serving thousands of government agencies. Tyler has also been selected by the City of Temecula and Los Angeles County to provide similar Land Use Software services.

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REVIEW/APPROVAL:

- Purchasing and County Counsel have approved the agreement.
- TSOC unanimously approved the project at their committee meeting on May 7, 2014.