

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

261



**FROM:** Department of Mental Health

**SUBMITTAL DATE:**  
July 23, 2014

**SUBJECT:** Approval of the Agreement with Panoramic Software, Inc. for FY 14/15 (District: All) [\$309,000] State, County, Federal, Other Funds

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

1. Approve and authorize the Director of Purchasing to execute the agreements for software and installation services in the amount of \$69,000 and ongoing maintenance and hosting services in the annual amount of \$48,000 from Panoramic Software Inc, without securing competitive bids, in accordance with Ordinance 459.4; and
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, to exercise the renewal options for maintenance and hosting services in the annual amount of \$48,000, based on the availability of 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, through June 30, 2019.

(Continued on Page 2)

JW:MS:AV

Jerry Wengerd, Director  
Department of Mental Health

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 85,000	\$ 48,000	\$ 309,000	\$ 48,000	Consent <input type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

<b>SOURCE OF FUNDS:</b> State 64%, County 17%, Other 11%, Federal 8%	<b>Budget Adjustment:</b> No
	<b>For Fiscal Year:</b> 14/15

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

APPROVE

BY:   
Debra Courmoyer

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

3-23

FOR APPROVAL BY COUNTY COUNSEL  
 BY:   
 DATE: \_\_\_\_\_  
 Departmental Concurrence  
 Purchasing:   
 Mark Seifer, Assistant Director

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

**BACKGROUND:**

**Summary**

The Public Guardian conducts investigations into conservatorship matters and acts as the appointed guardian or conservator for persons found by the Superior Courts as unable to provide for his/her basic personal needs such as food, clothing, or shelter. The Public Guardian's office is state mandated to prepare accountings for court approval and to monitor and authorize the placement of conservatees. The Department of Mental Health (DMH) has the need to upgrade the client management and fiduciary accounting software system to meet state standards. Panoramic Software, Inc. has an exclusive web-based system that will allow the Public Guardian's office to manage the estates and assets of consumers. The Public Guardian will utilize the web-based software to issue checks, and track deposits, disbursements and receipts on behalf of its consumers. The unique features of the system allow the Public Guardian to collaborate on reports, court accounting and third party payments for consumers as needed. Panoramic software is uniquely geared to this function and assists in maintaining compliance with the state and court's mandated requirements as codified in the Probate and Welfare & Institutions Codes.

**Impact on Citizens and Businesses**

The use of Panoramic software will allow the department to better collaborate with the Public Administrator on the client's behalf. Information is transferred between the Mental Health Public Guardian's Office and the Riverside County Sheriff Public Administrator's Office on behalf of deceased clients. Based on the information provided by the Public Guardian, the Public Administrator attempts to locate family members that may be eligible to receive any funds remaining in the clients' trust that had been managed by the Public Guardian.

**Contract History and Price Reasonableness**

Utilization of Panoramic software will facilitate data exchange between the Public Guardian's office and the Riverside County Public Administrator's office, which has been using this software since 2005. Riverside County has a larger number of users and clients compared to other counties that are receiving a comparable price from Panoramic Software, Inc. for user software licenses, support and maintenance. Additionally Panoramic Software has offered the County a discounted pricing of 31% off upgrade cost, which represents \$31,000 cost savings. Panoramic Software, Inc. provides exclusive web-based software licenses and services that cannot be substituted with other software or services.

**Date:** July 23, 2014  
**From:** Jerry Wengerd, Director Department/Agency: Department of Mental Health  
**To:** Board of Supervisors  
**Via:** Purchasing Agent  
**Subject:** Sole Source Procurement; Request to contract with Panoramic Software, Inc.

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:**

Contract with Panoramic Software, Inc. to provide a complete Web-Based Client Management and Fiduciary Accounting solution software package designed specifically for the business of Public Guardians. Panoramic Software, Inc. provides a cloud-based system that is secure, reliable and cost effective. This product is specifically designed for Public Guardians such as Public Conservators, Representative Payees and Public Administrators.

**2. Supplier being requested:**

Panoramic Software Incorporated.

**3. Alternative suppliers that can or might be able to provide supply/service:**

Based upon the research conducted, there currently are no other suppliers that offer the web-based solution that is in compliance with State and Court's mandated requirements.

**4. Extent of market search conducted:**

Panoramic Software, Inc. provides exclusive Web-Base software licenses and services that cannot be substituted with other software or services. Due to the uniqueness of the software, other counties such as Merced, Humboldt, Imperial, Madera, San Diego, San Francisco, Santa Barbara, Sonoma, Ventura and the Public Administrator's Office, under The Riverside County Sheriff's Department are currently contracted with this provider.

**5. Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:**

There is no other company or supplier that can provide a Web-Based Client Management and Fiduciary Accounting solution software package. Panoramic Software is designed specifically for the business of Public Guardian and Public Administrators

**6. Reasons why my department requires these unique features and what benefit will accrue to the county:**

The DMH Public Guardian will utilize the Web-Base Client Management and Fiduciary financial software to issue checks, track deposits, disbursements and receipts on behalf of its consumers. The unique features of the system allow the Public Guardian Program to collaborate on reports, court accounting and third party payments for consumers as needed. The Public Guardian's Office is State Mandated to prepare accountings for court approval and to monitor and authorize the placement of the conservatives. The Software is uniquely geared to this function and assists in maintaining compliance with the State and Court's mandated requirements as codified in the Probate and Welfare & Institutions Codes. The Public Administrator's office has been using Panoramic software since 2005. Utilization of this software by the Mental Health Public Guardian's office will facilitate data exchange with the Public Administrator's office.

**7. Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier:**

Anticipated cost for FY14/15 initial customization, implementation and ongoing monthly hosting, maintenance and support for Public Guarding & Rep Payee costs are as follows:

<b>ONE-TIME COSTS</b>	<b>TOTAL</b>
Minor customization	\$20,000
Data Conversion - 2 DBs from Computers:	\$40,000
Initial User training & On-Site Support:	\$9,000
<b>One-time cost of upgrade (minus 31% discounted pricing): \$100,000 - \$31,000 = \$69,000</b>	<b>\$69,000</b>

<b>ANNUAL / ONGOING COSTS</b>	<b>TOTAL ANNUAL COST</b>
Monthly Hosting, Maintenance & Support: (\$4,000 X 12 months = \$48,000)	\$48,000

Riverside County has a larger number of users and clients compared to other counties that are receiving a comparable price from Panoramic Software, Inc. for user software licenses, support and maintenance. In addition, Panoramic Software, Inc. has offered the County a discounted pricing of 31% off upgrade cost which represents a \$31,000 cost savings.

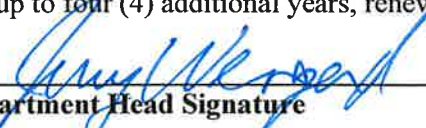
The annual cost for subsequent years is \$48,000.00, which includes monthly hosting, maintenance & support.

**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).**

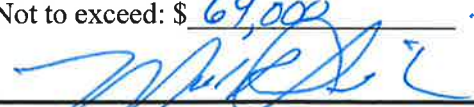
Maintenance and support costs of approximately \$48,000 will be renewed annually, based on the availability of funding.

**9. Period of Performance:**

July 1, 2014 through June 30, 2015 with the option to renew, based on the availability of funding, for up to four (4) additional years, renewable in one-year increments for a total of five (5) years.

  
 Department Head Signature \_\_\_\_\_ Date 7-24-14

Purchasing Department Comments:

Approve                      Approve with Condition/s \$48,000                      Disapprove  
 Not to exceed: \$ 69,000                      One time                      Annual Amount through 6-30-19  
 \_\_\_\_\_ 7-24-14                      15-114 + 15-114 A  
 Purchasing Agent                      Date                      Approval Number  
 (Reference on Purchasing Documents)

Purchase - 15-114  
 Annual Maint. 15-114 A



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

PR2014-01231  
Tracking Number for  
Internal Use Only

*2/17 sh*

<b>REQUESTED PURCHASE:</b> PANORAMIC SOFTWARE, INC.	
<b>DEPARTMENT/AGENCY:</b> THE DEPARTMENT OF MENTAL HEALTH	
<b>CONTACT NAME/PHONE:</b> ALMA VITERI 951-358-5742/ BILL VAN DE POORTEN 951-341-6410	
<b>PURCHASE REQUEST:</b> <input checked="" type="checkbox"/> NEW EQUIPMENT/SERVICES <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT	
<b>PURCHASE TYPE:</b> <input type="checkbox"/> PROFESSIONAL SERVICES <input checked="" type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input type="checkbox"/> RENEWAL	
<b>DESCRIBE REQUESTED PURCHASE</b>	The Riverside County Department of Mental Health( RCDMH) is requesting the authorization to purchase Panoramic Software for the Public Guardian Program for \$69,000. The approval for the purchase of new software system will enhance the quality of work and productivity that RCDMH produces in its day-to-day operation(s). The Web-Base Client Management and Fiduciary Accounting Program provides a cloud-based system that is secure and cost effective. The approval of this software would allow for software licenses, maintenance services and support to enable the DMH to provide conservatee related services mandated by the County and the State. Additionally, RCDMH requests approval to purchase annual maintenance and support services, not to exceed \$66,000 for FY15/16.
<b>BUSINESS NEEDS ADDRESSED</b>	The DMH – Public Guardian needs this Web-Base Client Management and Fiduciary Accounting Program to handle the state and assets of the client. Panoramic Software, Inc. provides a fully secure environment for managing client assets. The system tracks all aspects of the client from referral to case closure. With this system the program will have the availability to scan and attach important documents such as pictures and other digital files allowing for quick retrieval and reduce paper filing. Panoramic Software, Inc. provides a hosted solution reducing the IT burden on Riverside County and allowing Panoramic’s support team to quickly provide support directly to the users.  The Public Guardian will greatly improve with a modern system designed specifically for Public Conservators and Representative Payees.
<b>ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?</b>	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN (Not in House)
<b>BUSINESS CRITICALITY</b> <input checked="" type="checkbox"/> Run the business <input type="checkbox"/> Grow the business <input type="checkbox"/> Transform the business	<b>BUSINESS IMPACT (SELECT ALL THAT APPLY)</b> <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
<b>BUSINESS RISKS</b>	Financial: The \$69,000 amount has been budgeted for FY14/15. Without this software upgrade compliance with Federal and State confidentiality regulations will be compromise.  Operational: Without this software upgrade compliance with Federal and State confidentiality regulations will be compromise.  Customer: Without this software upgrade compliance with Federal and State confidentiality regulations will





**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

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<b>ALTERNATIVE SOLUTIONS</b>	1. Panoramic Web-Base software is a customized software for the Public Guardian Office.																												
<b>TRANSACTION</b>	<input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase      Lease Years: _____																												
<b>PURCHASE COSTS</b>	<b>COST BENEFIT ANALYSIS</b>																												
Hardware: \$	<table border="1"> <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>n/a</td> <td>n/a</td> <td></td> </tr> <tr> <td>Ongoing Annual Cost</td> <td>\$66,000.00</td> <td>n/a</td> <td></td> </tr> <tr> <td>Annual Cost Savings</td> <td>n/a</td> <td>n/a</td> <td></td> </tr> <tr> <td>Net Annual Savings</td> <td>n/a</td> <td>n/a</td> <td></td> </tr> <tr> <td>Project Implementation Cost</td> <td>\$69,000.00</td> <td>n/a</td> <td></td> </tr> <tr> <td>Project Payback Period? yrs</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost	n/a	n/a		Ongoing Annual Cost	\$66,000.00	n/a		Annual Cost Savings	n/a	n/a		Net Annual Savings	n/a	n/a		Project Implementation Cost	\$69,000.00	n/a		Project Payback Period? yrs			
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Software: \$69,000.00																													
Labor: \$																													
<b>TOTAL COST: \$69,000.00</b>																													
Department Head Signature: <i>J. Gunn</i>	Date: 3/12/14																												

<b>RCIT RECOMMENDATION – for purchases and renewals under \$100,000</b>	
Recommended:	<input type="checkbox"/> Yes <input type="checkbox"/> No (Non-recommended requests submit to TSOC)
By:	Date: 5/13/14
Chief Information Officer Signature: <b>RCIT - APPROVED</b>	Date: <i>AP</i>

<b>RCIT explanation for non-recommended requests:</b>

<b>TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals</b>	
Recommended:	<input type="checkbox"/> Yes <input type="checkbox"/> No (In no, provide explanation below)
TSOC Chair Signature:	Date:

<b>TSOC explanation for denied requests:</b>
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