

FORM APPROVED COUNTY COUNSEL  
 BY: GREGORY P. PRIAMOS  
 DATE: 6/2/16

Departmental Concurrence

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

970



**FROM:** Department of Public Social Services (DPSS)

**SUBMITTAL DATE:**  
 May 6, 2016

**SUBJECT:** Approve Agreement #CS-03367 with IBM Global Services to provide CWS/CMS weekly database download support, without seeking competitive bids, for July 1, 2016 through November 30, 2019 All Districts; [\$215,650 total]; Source of Funds – Federal 38%; Realignment funds 62%].

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

1. Approve and execute the attached Agreement #CS-03367 with IBM Global Services to provide CWS/CMS weekly database download support for an annual amount not to exceed \$63,090, for the period of July 1, 2016 through November 30, 2019; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of funding and as approved by County Counsel to sign amendments that do not change the substantive terms of the Agreement; and sign amendments to the compensation provisions that do not exceed 10% annually.

**BACKGROUND:**  
 (Continued on page 2)

slh  
 PURCHASING & FLEET SERVICES: Lisa Brandl  
 Lisa Brandl, Director

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	\$ 63,090	\$ 63,090	\$ 215,650	\$ 89,470	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

**SOURCE OF FUNDS:** Federal Funding: 38% Realignment Funding: 62%  
 Budget Adjustment: No  
 For Fiscal Year: 16/17 – 19/20

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

APPROVE  
 BY: Jennifer L. Sargent  
 Jennifer L. Sargent

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

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

Prev. Agn. Ref.: 06/28/2011 #3.91 | District: All | Agenda Number:

3-53

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

**FORM 11:** Approve Agreement #CS-03367 with IBM Global Services to provide CWS/CMS weekly database download support, without seeking competitive bids, for July 1, 2016 through November 30, 2019, All Districts; [\$215,650 total]; Source of Funds – Federal 38%; Realignment funds 62%

**DATE:** May 6, 2016

**PAGE:** Page 2 of 2

**BACKGROUND:**

**Summary (continued)**

The Child Welfare Services Case Management System (CWS/CMS) is a statewide tool that supports an effective Child Welfare System of services. The CWS/CMS improves the lives of children and families by giving social service workers information to improve casework services and freeing them from repetitive tasks; provides policy makers with information to design and manage services; and fulfill State and Federal legislative intent.

CWS/CMS is a result of Chapter 1294, Statutes of 1989, Senate Bill 370. The SB 370 mandated the development of a statewide computer system to automate the functions of county child welfare offices. The Department of Public Social Services (DPSS) is required to participate in the CWS/CMS.

DPSS uses data extracted from CWS/CMS for detailed reporting and analysis of Children Services caseloads. To accomplish this, IBM provides weekly data downloads to DPSS from CWS/CMS.

The California Health and Human Services Agency selected IBM Global Services through RFP #DSS-0003 to provide professional services related to the Child Welfare Services Case Management System (CWS/CMS). The State of California subsequently awarded Contract Number 31091 to IBM that ran through July 31, 2013. The State has subsequently extended the contract through November 30, 2022.

This agreement makes DPSS' agreement with IBM run concurrently with the State Contract #31091.

IBM is the sole provider of these services for the State of California and the only source from which DPSS can obtain this data.

**Impact on Residents and Businesses**

Analysis of CWS/CMS data assists DPSS to accurately and efficiently target its resources to protect children in Riverside County.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

<b>Fiscal Year</b>	<b>Maximum Reimbursable Amount</b>
FY 16/17	\$63,090
FY 17/18	\$63,090
FY 18/19	\$63,090
FY 19/20	\$26,380

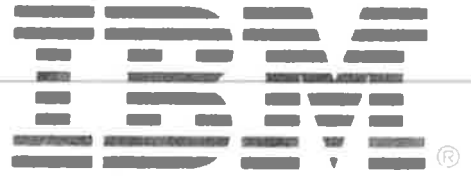
FY 19/20 is pro-rated for five months.

**Contract History and Price Reasonableness**

The prices have been negotiated by the State of California, as detailed in Amendment #29 to the Agreement 31091 between the State of California and IBM Global Services.

The Board has previously approved DPSS' agreement with IBM on October 6, 2009 (agenda item #3.23) and on June 28, 2011 (agenda item #3.91).

SvZ:bt



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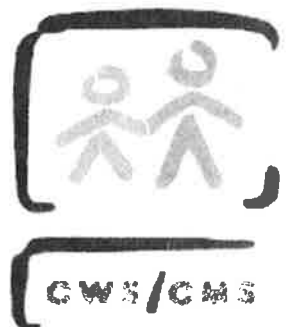
**State of California  
Child Welfare Services/Case Management System**

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**Statement of Work # SOW 1602 for the  
County of Riverside**

**CWS/CMS – DB2 Data Downloads**

**April 26, 2016  
Version 1.0**





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## 1. Introduction

This Statement of Work (SOW) is provided under the terms and conditions of the CWS/CMS Contract between the State of California and IBM, Contract Number 31091. The pricing contained herein utilizes the labor rates contained in Rider I, "Pricing for Purchases by State and Counties of Additional Goods and Services," as updated by Amendment No. 29 on December 11, 2015.

## 2. Purpose and Scope

The County of Riverside has requested IBM to provide on-going support for weekly ASCII formatted file downloads of its CWS/CMS data.

The work associated with this Statement of Work is estimated to begin in July 1, 2016. IBM will provide Services under this Statement of Work through November 30, 2019.

Support and development will be provided at IBM location(s). This Statement of Work does not anticipate any travel to be required for meetings with any County of Riverside personnel.

## 3. Roles and Responsibilities

### 3.1. IBM

IBM resources will perform the tasks associated with this Statement of Work, and will possess the necessary industry and technical skills required.

IBM resources will require up to 276 labor hours per fiscal year, as described in Section 5.2, to complete all the tasks involved in this Statement of Work.

#### 3.1.1. Roles & Responsibilities

IBM will:

- Assign a Project Manager to manage all activities outlined in this Statement of Work.
- Provide a weekly extract of the County of Riverside data from the CWS/CMS database on an IBM server and provide technical support for issues related to the extract.
- Provide at least 30 calendar days advance notice of database changes.
- Provide DB2 Data Definition Language (DDL) changes due to any required changes to the current CWS/CMS database structures for new releases of the CWS/CMS application.
- Provide test data records for all changed tables at least 30 calendar days prior to a new database release in order to facilitate a complete test of refresh data. This will include providing technical support for weekend testing as required.



- Provide updated entity-relationship (ER) diagrams and the new updated version of xTools at least 30 calendar days prior to the database change.

## **3.2. County of Riverside**

### **3.2.1. Roles and Responsibilities**

The County of Riverside will:

- Provide a Project Manager to work with the IBM Project Manager.
- Provide a signed Purchase Order approving this Statement of Work.
- Respond to any IBM requests for information in a timely manner.
- Own all data and DDL generated as part of this Statement of Work, and be responsible for on-going support of this data and DDL beyond this Statement of Work.
- Provide all hardware and software required to develop, implement and maintain the data on its server.
- Provide connectivity to the IBM server where the weekly extract is stored.
- Provide scripts for extracting, decrypting and decompressing the data from the IBM server where the weekly extract is stored.
- Begin the process of retrieving the weekly extract from the IBM server containing the data at a pre-determined time agreed upon by IBM and the County of Riverside Project Managers.

## **4. Security**

The County of Riverside is responsible for establishing the procedures to provide physical site security for the hardware and software systems and their elements. This security includes, as appropriate, protection from losses occasioned by natural threats, forced entry, acts of violence and internal sabotage. It is the County of Riverside's responsibility to establish and implement any procedures necessary to safeguard the integrity and security of software and data used in this project from access by unauthorized persons. The actual content of any data file, the selection and implementation of controls on its access and use, and the security of the data are the responsibility of the County of Riverside.

## **5. Completion Criteria**

This Statement of Work will be considered complete when the final weekly download for the month of November 2019 has been delivered to the County.

### **5.1. Period of Performance**

This Statement of Work is estimated to begin on July 1, 2016 and to be completed by November 30, 2019.



## 6. Invoicing and Payment Provisions

The total price per year for the delivery of Services under this Statement of Work will not exceed \$63,090.00 per fiscal year. This Not-to-Exceed price assumes that database changes associated with two releases of CWS/CMS will be required over the course of the fiscal year.

For subsequent fiscal years, the following rates will apply, in accordance with the rates for professional services listed for each year in the "Rider I, Pricing for Purchases by State and Counties of Additional Goods and Services" section of IBM's Contract # 31091 with the State:

Professional Service Categories	Hourly Rate
Application Developer	231
Consultant	274
Data Entry	79

The County will be billed for the Data Download Services in 12 equal monthly payments in each fiscal year. Payment terms will be net thirty (30) days.

### 6.1. Price Summary

The schedule below summarizes the billing details for each fiscal year with respect to the Services being provided to the County:

- Data Download Services: \$35,722.00/per year
- Database Change Services: \$13,684.00/per release

The County will be billed for the 'Data Download Service' charges in 12 equal monthly payments of \$2,976.84. Payments will be invoiced at the end of each month during this period.

The County will be billed for the 'Database Change Service' charges (if required) upon delivery of the DDLs reflecting the structural changes to the database due to a new release of CWS/CMS.

The price summary for each fiscal year **Data Download Services** is as follows:

<b>Professional Services Categories</b>	<b>Rider I Price/Unit</b>	<b>Quantity</b>	<b>Total</b>
<b>Application Developer</b>			
Development & Technical Support	\$231/Hour	128 Hours	\$29,568.00
<b>Consultant</b>			
Project Management	\$274/Hour	19 Hours	\$5,206.00
<b>Data Entry</b>			
Administrative Support	\$79/Hour	12 Hours	\$948.00
<b>Total Data Download Services</b>		159 Hours	<b>\$35,722.00</b>
Monthly Charge for Data Download Services			\$2,976.84

The price summary for each fiscal year **Database Change Services** is as follows:

<b>Professional Services Categories</b>	<b>Rider I Price/Unit</b>	<b>Quantity</b>	<b>Total</b>
<b>Application Developer</b>			
Development & Technical Support	\$231/Hour	50	\$11,550.00
<b>Consultant</b>			
Project Management	\$274/Hour	7.5 Hours	\$2,055.00
<b>Data Entry</b>			
Administrative Support	\$79/Hour	1 Hours	\$79.00
<b>Total Database Change Services</b>		58.5 Hours	<b>\$13,684.00</b>

Total Data Download Services	159 Hours	\$35,722.00
Total Database Change Services – First Change	58.5 Hours	\$13,684.00
Total Database Change Services – Second Change	58.5 Hours	\$13,684.00
<b>First Fiscal Year, Services Grand Total, Not-to-Exceed</b>	276 Hours	<b>\$63,090.00</b>

**NOTE:**

- Prices identified in this Statement of Work will remain firm for 60 days following the submission of this Statement of Work to the County of Riverside by IBM.





- Effective March 24, 2006, the CWS/CMS database began being hosted by the State of California, Office of Technology Services (OTech). IBM is dependent on OTech allowing IBM to run the batch jobs and on-line transactions necessary to extract the data defined in this SOW. Any costs imposed by OTech for this service for usage of the host will be the responsibility of the County of Riverside.
- This Statement of Work does not include any travel expenses for meetings with any County of Riverside Personnel.



## 7. Termination of Agreement

The conditions for termination of this Statement of Work are the same as those set forth in the Base Contract, Contract Number 31091.



## 8. Statement of Work – Approval

This Statement of Work has been jointly prepared by IBM and Riverside County (referred to subsequently as 'participants'). By authorized signature, each participant acknowledges receipt and acceptance of the contents of this document and the terms and conditions stated herein. This Statement of Work and the Contract (and any applicable attachments) represent the entire agreement between the parties regarding the subject matter herein and replaces any prior oral or written communications. Each party acknowledges that this document is the only Statement of Work that is being contracted for and changes to this agreement must be formally introduced and agreed to in writing by each participant. Such additions/changes will append to this Statement of Work.

For the County of Riverside		For IBM	
_____	_____		
Name	Date	John McCready CWS/CMS Project Executive IBM	Date

FORM APPROVED COUNTY COUNSEL  
BY:  ERIC STOPHER DATE: 6/1/16

Date: April 28, 2016  
From: Susan von Zabern, Director of the Department of Public Social Services  
To: Board of Supervisors/Purchasing Agent  
Via: Barry J. Tantlinger, 951-358-3293  
Subject: Sole Source Procurement: Request for CWS/CMS Weekly Data Downloads

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. **Supplier being requested:** IBM Global Services
2. **Vendor ID:** 0000031691
3. **Supply/Service being requested:** Child Welfare Services Case Management System (CWS/CMS) Weekly Data Downloads  
*(If this request is for professional services, attach the service agreement to this sole source request. The Purchasing Agent, or designee, is the signing authority for agreements unless the service is exempted by Ordinance 459, Board delegated authority or by State law.)*
4. **Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:** None. This is a State awarded agreement.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide** (if proprietary software or machinery, hardware, please provide a supporting letter from the manufacturer):  
The California Health And Human Services Agency selected IBM Global Services through RFP DSS-0003 to provide professional services related to CWS/CMS. The State of California subsequently award Contract Number 31091 to IBM. IBM is the only vendor capable of providing the CWS/CMS data downloads.
6. **Reasons why my department requires these unique features and what benefit will accrue to the county:**  
Data extracted from CWS/CMS allows DPSS to analyze Children's Services caseloads, helping DPSS better serve its customers and utilize its resources.
7. **Period of Performance:** From: July 1, 2016 to November 30, 2019  
(total number of years)

Is this an annually renewable contract?

No

Yes

Is this a fixed-term agreement:

No

Yes

*(A fixed-term agreement is set for a specific amount of time; it is not renewed annually.*

*Ensure fixed-term agreements include a cancellation, non-appropriation of funds, or refund clause. If there is no clause(s) to that effect, than the agreement must be submitted to the Board for approval.)*

8. Identify all costs for this requested purchase. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)

Description:	FY16/17	FY17/18	FY18/19	FY19/20	Total
One-time Costs:					
Ongoing Costs:					
Weekly Data Downloads	\$63,090	\$63,090	\$63,090	\$26,380	\$215,650
Total Costs	\$63,090	\$63,090	\$63,090	\$26,380	\$215,650

Note: Insert additional rows as needed

9. **Price Reasonableness:** (Explain why this price is reasonable or cost effective, and if this service/commodity will be bid out in the future.)  
 The prices have been negotiated by the State of California, as detailed in Amendment # 29 to the Agreement 31091 between the State and IBM Global Services.
10. **Projected Board of Supervisor Date (if applicable):** June 7<sup>th</sup>, 2016  
 (Form 11s must accompany the sole source request for Purchasing Agent approval.)

Susan von Zabern Susan von Zabern 5-10-16  
 Department Head Signature Print Name Date  
 (or designee)

Purchasing Department Comments:

Approve  Approve with Condition/s  Disapprove

Not to exceed: \$ 63,090.00 One time Annual Amount through 6/30/2019  
26,380.00 Annual through 6/30/2010 (Date)

Lo. Brandt 6/8/16 17-001  
 Purchasing Agent Date Approval Number  
 (Reference on Purchasing Documents)

List Attachments: