

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

523



**FROM:** Department of Public Social Services

**SUBMITTAL DATE:**  
January 24, 2012

**SUBJECT:** Approve Amendment with First Data Government Solutions, L.P., Inc to enhance Independent Verification and Validation Services

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

1. Approve and authorize the Chairman of the Board to sign the attached Amendment #2 to the Contract AA-02187 with First Data Government Solutions, LP for the period September 13, 2011 - September 30, 2012 for an increase to the amount not to exceed \$96,200, for a total of \$488,600.
2. Authorize the Director of the Department of Public Social Services (DPSS) to administer the contract.
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise the renewal option, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement, including amendment to the compensation provision that do not exceed the annual CPI rates.

*Patricia Reynolds for Susan Loew*  
Patricia Reynolds, Asst. Director for Susan Loew, Director

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 416,333	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 39,177	Budget Adjustment:	No
	Annual Net County Cost:	\$ 6,800	For Fiscal Year:	11-12

<b>SOURCE OF FUNDS:</b> Federal Funding: 55.34% State Funding: 35.25%; County Funding: 9.41%		Positions To Be Deleted Per A-30	<input type="checkbox"/>
		Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:** APPROVE  
BY: *Debra Cournoyer*  
Debra Cournoyer  
County Executive Office Signature

Policy  Policy   
Consent  Consent

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Stone, seconded by Supervisor Benoit and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley  
Nays: None  
Absent: None  
Date: January 24, 2012  
xc: DPSS, Purchasing

Kecia Harper-Ihem  
Clerk of the Board  
By: *[Signature]*  
Deputy

Prev. Agn. Ref.: 9/13/11, item 3.71 | District: All | Agenda Number:

3.24

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

Dep't Recomm.:  
Per Exec. Ofc.:

PURCHASING & FLEET SERVICES: Robert Howdyshell, Director  
FORM APPROVED COUNTY COUNSEL BY: NEAL R. KIPNIS Departmental Concurrence



**BACKGROUND:**

The Riverside County Board of Supervisors approved the agreement between DPSS and First Data Government Solutions for the amount of \$392,400 to provide Independent Verification and Validation Services on September 13, 2011, Agenda Item 3.71. The DPSS Information Technology Department Integration and Conversion Project from Novell to Microsoft is a complex project currently in the implementation phase that will save DPSS money and resources in the long-term by updating out-dated systems and software to current standards.

DPSS is a large department with a complex infrastructure which currently has multiple primary systems for end-user programs. In order to ensure that the project investment will yield the most cost-effective and efficient results, First Data Government Solutions was awarded the contract for Independent Verification and Validation (IV & V) services to assess the implementation products and services and their alignment with the business needs of the department.

The first deliverable of the IV&V Process, the Preliminary Assessment Report, was submitted to DPSS Management October 19, 2011. It identified key areas that require additional First Data resources to enhance and expand DPSS-IT strategies for successful implementation of the current Integration and Conversion Project to Microsoft, which will set DPSS-IT on the most cost-efficient path for future improvements and utilization of staff, equipment and resources.

**PRICE REASONABLENESS:**

The original hourly cost remains the same, additional time and services are required for this change order. IV & V is a highly technical process requiring project management and communication skills in addition to extensive knowledge of and experience with IT products and services. First Data has extensive consulting experience with Government and social service entities, including C-IV.

**FINANCIAL:**

The funds have been budgeted in the FY 2011/12 budget, no adjustment is necessary. The distribution of funding is the following: 9.41% General Fund, 35.25% State Funds, and 55.34% Federal Funds.

**ATTACHMENT(S):**

Amendment # AA-02187-02 (3 copies)

**CONCUR/EXECUTE** – County Counsel/County Purchasing

SL:rkp



**CLERK'S COPY**

to Riverside County Clerk of the Board, Stop 1010  
Post Office Box 1147, Riverside, Ca 92502-1147

Thank you.

**RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES  
AMENDMENT # 2  
PROFESSIONAL SERVICES AGREEMENT WITH**

**First Data Government Solutions LP  
Independent Verification and Validation Services**

**PROFESSIONAL  
SERVICES CONTRACT: AA-02187-02**

**CONTRACT TERM: September 13, 2011 through September 30, 2012**

**EFFECTIVE DATE  
OF AMENDMENT: December 1, 2011**

**MAXIMUM AMOUNT: \$488,600.00**

The agreement between the Riverside County Department of Public Social Services, hereinafter referred to as DPSS, and First Data Government Solutions LP, 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-02187-02
2. On the Recitals Page, amend "MAXIMUM REIMBURSABLE AMOUNT" to read: \$488,600.
3. On the Recitals Page, amend "WHEREAS, First Data Government Solutions, LP is qualified to provide Independent Verification and Validation services;" to read "WHEREAS, First Data Government Solutions, LP is qualified to provide Independent Verification and Validation services and related consulting services;"
4. On the Table of Contents page, add "Exhibit F – Change Order: Riverside County DPSS IT Strategy and Tactics Development 2012" to the list of exhibits.
5. In Section I. Definitions, add "B. 'Consulting Services' refers to assistance by the Contractor in the application of solutions in direct response to the findings of the Preliminary Assessment dated October 19, 2011 and IV&V Management Plan V.2."
6. Delete Section III. Project Deliverables in it's entirety and replace with:

**"III. PROJECT DELIVERABLES**

All deliverables will be reviewed and accepted by the assigned County Project Manager. The deliverables are listed in the following table. Exhibit A, "Independent Verification and Validation (IV&V) Management Plan", and Exhibit F, "Change Order: Riverside County DPSS IT Strategy and Tactics Development 2012", provide the complete description for each deliverable and by this reference are hereby incorporated herein and referenced by section and page in the following table:

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<b>A. Milestone #1 – Preliminary Assessment and Finalized IV &amp; V Management Plan presented to DPSS Management</b>	
<b>Deliverable</b>	<b>Acceptance Criteria</b>
1. Preliminary Assessment of DPSS Integration and Conversion Project.	This deliverable will be completed within 30 calendar days of IV&V Project initiation and will include all elements as identified in Exhibit A, section 6.2, page 36.
2. Finalized IV & V Management Plan	This deliverable will be considered complete upon review and approval of the Finalized IV&V Management Plan by DPSS' Executive Management and other stakeholders, as defined by DPSS. Upon approval, the Finalized IV & V Management Plan will supersede Exhibit A as the IV & V Project Plan. Reference: Exhibit A, section 6.2.3, page 40.
<b>B. Milestone #2 – Monthly Progress Monitoring and Meetings with DPSS Management</b>	
<b>Deliverable</b>	<b>Acceptance Criteria</b>
1. A. Assess progress and provide written Monthly Status Reports; B. Provide consultation and engagement of DPSS-IT management team in expansion of strategic plan, sub-plans, and their implementation; C. Status report to include deliverable review cycles, technical findings and recommendations, risk management, issue management and a dashboard report of preliminary findings as prioritized by the Contractor and DPSS-IT management team.	This deliverable will be considered complete upon review and approval of the Monthly Summary as presented to DPSS Management by the 5 <sup>th</sup> business day of each month. Reference: Exhibit A, section 4.3.1, page 43; and, Exhibit F, "Change Order: Riverside County DPSS IT Strategy and Tactics Development 2012"
2. DPSS Management briefings	Meet with DPSS Management once per month to review progress and discuss recommendations. Reference: Exhibit A, section 4.3.2, page 45.
<b>C. Milestone 3 – Independent Verification &amp; Validation Project Summary Report</b>	
<b>Deliverable</b>	<b>Acceptance Criteria</b>
1. IV & V Summary Report and final meeting with DPSS Management to review and discuss recommendations	This deliverable will be considered complete upon review and approval by DPSS Management. Reference: Exhibit A, section 4.4.1, page 47, for elements to be included in the Summary Report.

7. In Section VII. CONTRACTOR RESPONSIBILITIES, delete A. 1. in its entirety and replace with:
- “A. SCOPE OF SERVICE (Refer to Exhibits A and F for Scope of Service detail)
1. Contractor shall provide personnel to fulfill the following roles and responsibilities:
    - a. Project Manager responsible for:
      - (i) Overall planning in coordination with the DPSS project manager.
      - (ii) Managing day-to-day project.
    - b. Technical Lead responsible for providing expertise during preliminary assessment phase.
    - c. Technical Analyst responsible for day-to-day operations.
    - d. Two (2) Senior Consultants to provide IT Strategy Design and IT Sub-Plan Design Consulting during Milestone #2.”
8. In Section B. Fiscal, 1. MAXIMUM REIMBURSABLE AMOUNT, amend to read: “Total payment under this Contract shall not exceed \$488,600.”
9. Delete Exhibit D “MILESTONE PAYMENT SCHEDULE” in its entirety and replace with revised Exhibit D:

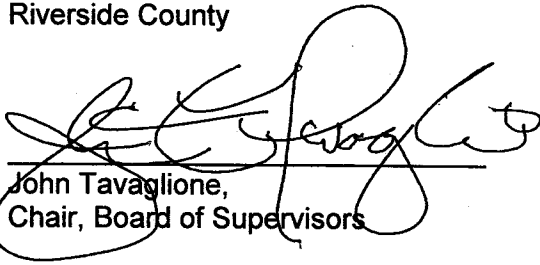
**MILESTONE PAYMENT SCHEDULE**

<b>Milestone Description</b>	<b>Payment</b>
<b>Milestone #1</b>  Assessment and Finalized IV & V Management Plan presented to DPSS Management	\$80,000
<b>Milestone #2</b>  Design Consulting, Monthly IV & V Reports and Management Briefings (6 months)	\$51,433.33 per month  up to a maximum of: \$308,600
<b>Milestone #3</b>  Monthly IV & V Reports and Management Briefings (3 months)	\$27,733.33 per month  up to a maximum of: \$83,200
<b>Milestone #4</b>  IV & V Summary Report and Final Management Briefing	\$16,800
<b>Maximum Reimbursable Amount</b>	<b>\$488,600</b>

The undersigned, as authorized representatives of DPSS and Contractor, respectively, certify the establishment of the Amendment #2 to the Contract.

Riverside County

First Data Government Solutions LP

  
\_\_\_\_\_  
John Tavaglione,  
Chair, Board of Supervisors

\_\_\_\_\_  
Jeffrey D. Myers  
Vice President & General Manager

JAN 24 2012

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

FORM APPROVED COUNTY COUNSEL

BY: 

NEAL R. KIPNIS

DATE

ATTEST:

KECIA HARRER-HEM, Clerk

By 

DEPUTY

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## Riverside County DPSS IT Strategy and Tactics Development 2012

### Assumptions

- The baseline schedule will be established under the assumption that this project will be a primary priority for all DPSS Team Members assigned to participate.
- If it is determined that a significant competing priority prevents the delivery of timely work products, the DPSS IT Management Team will provide alternate completion strategies within 24 hours of identification to ensure that the baseline schedule is upheld.
- If a significant competing priority must impact the schedule, the DPSS IT Management Team will take the initiative to work with First Data to modify the schedule to best suit the needs of DPSS as a whole. If such an event occurs, any changes to the schedule will be communicated to DPSS Executive Management in a timely manner.
- None of the phases of this project will interfere with operational support, nor will require any work stoppages or delays.
- DPSS IT Team Members assigned to work on writing assignments are capable of delivering high quality work products, on agreed upon timelines with limited to moderate assistance and mentoring.
- Aside from valid, validated and approved reasons for unavailability, DPSS IT Team Members will attend all scheduled meetings. (Note: all meetings will be scheduled with a minimum of 4 hours notice.)
- Aside from valid, validated and approved reasons for unavailability, DPSS IT Team Members will respond to emails and phone messages within 4 hours of receipt.
- Team members will take the initiative to ask questions and schedule meetings as needed to establish work assignment clarity, ensure delivery of high quality work products and keep the project on schedule.
- All supporting DPSS entities such as Policy Establishment, Human Resources and Staff Development will be available to meet in one hour increments within 3 days of request.
- All supporting DPSS entities such as Policy Establishment, Human Resources and Staff Development will provide answers to all questions asked within 1 DPSS business week of request.
- Meetings can be held face to face, and via conference calls depending on site availability.

### Risks

- Team Members are not able to make their deliverable commitments due to availability issues such as; competing priorities, time out of office, work stoppage, etc.
- Team Members are not able to deliver high quality work products due to knowledge gaps, or unwillingness to request assistance.
- Supporting DPSS entities are not able to provide timely information to the project effort.
- Significant competing priorities force the schedule of activities to be pushed out.

### Proposed Schedule of Events

Week - Week	Activities	ED Location
<b>Step 1 – DPSS IT Strategic Plan Development</b>		
Week 1 - 11/28	<ul style="list-style-type: none"> <li>• Create Step 1 Kick-Off Presentation (Mon)</li> <li>• Select DPSS Project Manager and Scribe (Mon)</li> <li>• Make Final Determination of Step 1 Participants (Tue)</li> <li>• Kick off Step 1 – Strategic Plan - All Hands (Wed AM)</li> <li>• Begin Step 1 Outlining (Wed PM)</li> </ul>	On Site

Week - Week	Activities	Location
	<ul style="list-style-type: none"> <li>• Touch Points with Outline Authors (Thu)</li> </ul>	
<b>Week 2 - 12/5</b>	<ul style="list-style-type: none"> <li>• Review Draft 1 Outlines (Tue)</li> <li>• Make Final Modifications to Outlines (Wed)</li> <li>• Finalize Draft 1 Outlines (Thu)</li> <li>• Outline Review and Approval with DPSS Management (Thu)</li> <li>• <b>Deliver November First Data Status Report (Thu)</b></li> </ul>	Remote
<b>Week 3 - 12/12</b>	<ul style="list-style-type: none"> <li>• Establish Strategic Plan Documentation Standards (Mon)</li> <li>• Begin Draft 1 Strategic Plan Authoring (Mon)</li> <li>• Touch Point 1 with Authors (Tue/Wed)</li> </ul>	On Site
<b>Week 4 - 12/19</b>	<ul style="list-style-type: none"> <li>• Draft 1 Authoring Continues (Mon-Wed)</li> <li>• Touch Point 2 with Authors (Tue/Wed)</li> <li>• Draft 1 Due to First Data by 3:00PM (Wed)</li> <li>• Draft 1 Edit Cycle Begins (Wed PM)</li> </ul>	Remote
<b>OFF WEEK - 12/26</b>	<b>OFF</b>	<b>OFF</b>
<b>Week 5 - 1/2</b>	<ul style="list-style-type: none"> <li>• Draft 1 Edit Cycle Completed (Mon)</li> <li>• Draft 1 Review Meeting (Tue AM)</li> <li>• Draft 2 Authoring Begins (Tue PM)</li> <li>• Touch Point 3 With Selected Authors (Wed/Thu)</li> </ul>	On Site
<b>Week 6 - 1/9</b>	<ul style="list-style-type: none"> <li>• Draft 2 Authoring Continues (Mon-Fri)</li> <li>• <b>Deliver December First Data Status Report (Tue)</b></li> <li>• Touch Point 4 With Authors (Wed/Thu)</li> <li>• Draft 2 Due to First Data 3:00PM (Thu)</li> <li>• Draft 2 Edit Cycle Begins (Thu PM)</li> </ul>	Remote
<b>Week 7 - 1/16</b>	<ul style="list-style-type: none"> <li>• Draft 2 Edit Cycle Completed 11:00PM (Mon)</li> <li>• Draft 2 Review Meeting (Mon PM)</li> <li>• Make Final Section Edits (Tue/Wed AM)</li> <li>• Final Edits Due 12:00 PM (Wed)</li> <li>• Combine Sections and Make Final Edits(Wed PM/Thu AM)</li> <li>• <b>Strategic Plan Review and Approval with DPSS Management (Thu PM)</b></li> </ul>	Remote
<b>Week 8 - 1/23</b>	<ul style="list-style-type: none"> <li>• Prepare Presentation to Full DPSS IT Staff (Mon/Tue)</li> <li>• Present Results of Step 1 to Full DPSS IT Staff (Wed)</li> <li>• Step 2 Detailed Plan Outline Preparation Meeting (Thu)</li> </ul>	On Site
<b>Step 2 – Develop Detailed Plans (up to 10 areas)</b>		
<b>Week 1 - 1/30</b>	<ul style="list-style-type: none"> <li>• Continue Detailed Plan Outline Preparation Activities (Mon/Tue)</li> <li>• Determine and Notify Detailed Plan Development Participants (Tue)</li> <li>• Establish Detailed Plan Documentation Standards (Wed/Thu)</li> </ul>	Remote
<b>Week 2 - 2/6</b>	<ul style="list-style-type: none"> <li>• Kick off Detailed Plan Development Effort with Full Staff (Mon PM)</li> <li>• Kick off Detailed Plan Development Effort with Participants (Tue AM)</li> <li>• Perform up to 10 Detailed Plan Outline Establishment Sessions (Tue-Thu)</li> <li>• Begin Draft 1 Outline Authoring (Immediately After Each Establishment Session)</li> <li>• <b>Deliver January First Data Status Report (Tue)</b></li> </ul>	On Site
<b>Week 3 - 2/13</b>	<ul style="list-style-type: none"> <li>• Continue Draft 1 Outline Authoring</li> <li>• Perform up to 10 Draft Outline Touch Points (Mon/Tue)</li> <li>• Draft 1 Outlines Due to First Data by 11:00AM (Thu)</li> </ul>	Remote

Week - Week of	Activities	ED L&A
<b>Week 4 - 2/20</b>	<ul style="list-style-type: none"> <li>• Begin Draft 1 Outline Edit Cycle (Thu PM)</li> <li>• Draft 1 Edit Cycle Completed 3:00 PM (Mon)</li> <li>• Perform up to 10 Draft 1 Outline Reviews (Tue/Wed)</li> <li>• Perform Draft 2 Outline Modifications (Immediately After Each Review Session)</li> <li>• Finalized Outlines Due to First Data By 11:00 AM (Thu AM)</li> <li>• <b>Provide Finalized Outlines to DPSS Management (Thu PM)</b></li> <li>• Kick Off Draft 1 Detailed Plan Content Authoring (Thu PM)</li> </ul>	On Site
<b>Week 5 - 2/27</b>	<ul style="list-style-type: none"> <li>• Continue Draft 1 Detailed Plan Content Authoring (Mon-Thu)</li> <li>• Perform up to 10 Draft 1 Touch Points (Wed/Thu)</li> </ul>	Remote
<b>Week 6 - 3/5</b>	<ul style="list-style-type: none"> <li>• Continue Draft 1 Detailed Plan Content Authoring</li> <li>• Perform up to 10 Draft 1 Touch Points (Wed/Thu)</li> <li>• <b>Deliver February First Data Status Report (Wed)</b></li> </ul>	Remote
<b>Week 7 - 3/12</b>	<ul style="list-style-type: none"> <li>• Continue Draft 1 Detailed Plan Content Authoring</li> <li>• Perform up to 10 Draft 1 Touch Points (Mon/Tue)</li> <li>• Draft 1 Detailed Plans Due to First Data 3:00 PM (Thu)</li> <li>• Begin Draft 1 Content Edit Cycle (Thu PM)</li> </ul>	Remote
<b>Week 8 - 3/19</b>	<ul style="list-style-type: none"> <li>• Draft 1 Content Edit Cycle Completed 11:00 AM (Tue)</li> <li>• Perform up to 10 Draft 1 Content Review Meetings (Tue/Wed)</li> <li>• Begin Draft 2 Detailed Plan Content Authoring (Immediately Following Each Content Review Meeting)</li> </ul>	On Site
<b>Week 9 - 3/26</b>	<ul style="list-style-type: none"> <li>• Continue Draft 2 Detailed Plan Content Authoring</li> <li>• Perform up to 10 Draft 1 Touch Points (Wed/Thu)</li> </ul>	Remote
<b>Week 10 - 4/2</b>	<ul style="list-style-type: none"> <li>• Continue Draft 2 Detailed Plan Content Authoring</li> <li>• Perform up to 10 Draft 1 Touch Points (Wed/Thu)</li> <li>• <b>Deliver March First Data Status Report (Fri)</b></li> </ul>	Remote
<b>Week 11 - 4/9</b>	<ul style="list-style-type: none"> <li>• Continue Draft 2 Detailed Plan Content Authoring</li> <li>• Perform up to 10 Draft 2 Touch Points (Tue/Wed)</li> <li>• Draft 2 Detailed Plans Due to First Data 3:00 PM (Thu)</li> <li>• Begin Draft 2 Content Edit Cycle (Thu PM)</li> </ul>	Remote
<b>Week 12 - 4/16</b>	<ul style="list-style-type: none"> <li>• Draft 2 Content Edit Cycle Completed 11:00 AM (Tue)</li> <li>• Perform up to 10 Draft 2 Content Review Meetings (Tue-Thu)</li> <li>• Final Detailed Plans Edit Cycle Begins (Immediately Following Each Content Review Meeting)</li> </ul>	On Site
<b>Week 13 - 4/23</b>	<ul style="list-style-type: none"> <li>• Final Detailed Plan Edit Cycle Continues (Mon-Wed)</li> <li>• Begin Preparing Step 2 – Detailed Plans Staff Presentation (Tue)</li> <li>• Final Detailed Plans Due to First Data 11:00 AM (Wed)</li> <li>• <b>Final Detailed Plans Delivered to DPSS Management (Thu PM)</b></li> </ul>	Remote
<b>Week 14 - 4/30</b>	<ul style="list-style-type: none"> <li>• Finalize Step 2 – Detailed Plans Staff Presentation (Mon)</li> <li>• Present Results of Step 2 to Full Staff (Tue AM)</li> </ul>	On Site
<b>Continued IV&amp;V – Based on Initial Findings and Current Technology Initiated</b>		
May	• Deliver April First Data Status Report (5 <sup>th</sup> Business Day of Month)	TBD
June	• Deliver May First Data Status Report (5 <sup>th</sup> Business Day of Month)	TBD
July	• Deliver June First Data Status Report (5 <sup>th</sup> Business Day of Month)	TBD
AUGUST	• Deliver July First Data Status Report (5 <sup>th</sup> Business Day of Month)	TBD

Week #	Activities	Location
<b>Close Out – IV&amp;V and Consulting Final Report</b>		
Week 1 – 9/3	<ul style="list-style-type: none"> <li>• Author IV&amp;V and Consulting Final Report Development Schedule (DRD)</li> <li>• Gain Approval of DRD Format from DPSS</li> <li>• Begin Authoring Final Report</li> <li>• Deliver August First Data Status Report (FD)</li> </ul>	Remote
Week 2 – 9/10	<ul style="list-style-type: none"> <li>• Continue Authoring Final Report</li> </ul>	Onsite
Week 3 – 9/17	<ul style="list-style-type: none"> <li>• Submit Draft of Final Report</li> </ul>	Remote
Week 4 – 9/24	<ul style="list-style-type: none"> <li>• DPSS Provision of Final Report edit</li> <li>• Make Final Modifications to Final Report</li> <li>• DPSS signs off Final Report</li> </ul>	Onsite