

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



**FROM:** Peter Aldana, Assessor-County Clerk-Recorder  
Don Kent, Treasurer-Tax Collector  
Paul Angulo, Auditor-Controller

**SUBMITTAL DATE:**  
May 5, 2015

**SUBJECT:** Approve the Professional Service Agreements with Multiple Service Providers for the CREST/Property Tax System. Districts: All. [Total Cost: \$1,008,211]; CREST Capital Project Fund (100%)

**RECOMMENDED MOTION:** In accordance with Ordinance 459.4, move that the Board of Supervisors  
1) Approve the Purchasing Agent to execute the Second Amendment to the Agreement with Multiple Contractors for Professional Services for a total annual aggregate amount not to exceed \$1,008,211; and extend the original agreement from July 1, 2015 to June 30, 2016, with the following Service Providers:  
a. Intratek Computer, Inc. \$363,091  
b. VIVA USA, Inc. \$182,400  
c. Tek Systems, Inc. \$462,720

**BACKGROUND:  
Summary:**

The County of Riverside continues to advance in its commitment to modernize the County's 40-year old property tax administration mainframe system. The Property Tax System is an integrated system for the Assessor-County Clerk-Recorder, Auditor-Controller, and Treasurer-Tax Collector offices. The County of Riverside Enterprise Solutions for Property Taxation (CREST) Project unites the County's three property tax departments in this cooperative venture. The goal is to capitalize on the latest information technology (Continued on Page 2)

*Peter Aldana*      *Don Kent*      *Paul Angulo*  
Peter Aldana      Don Kent      Paul Angulo  
Assessor-County Clerk-Recorder      Treasurer-Tax Collector      Auditor-Controller

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$	\$ 1,008,211	\$ 1,008,211	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

**SOURCE OF FUNDS:** CREST Capital Project Fund  
**APPROVE**  
Budget Adjustment: No  
For Fiscal Year: 15/16

**C.E.O. RECOMMENDATION:**  
County Executive Office Signature BY: *Samuel Wong*      FORM APPROVED COUNTY COUNSEL BY: *[Signature]*      DATE: *5/5/15*  
BY: *Samuel Wong*      BY: *GREGORY P. PRIAMOS*

**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Washington, Benoit and Ashley  
Nays: None  
Absent: Tavaglione  
Date: May 19, 2015  
xc: ACR, Treasurer, Auditor, Purchasing

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

RCIT: *Steve Reneker* Steve Reneker, CIO  
PURCHASING & FLEET SERVICES: *Lisa Brandl* Lisa Brandl, Director  
Departmental Concurrence

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

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**  
**FORM 11:** Approve the Professional Service Agreements with Multiple Contractors to provide Information Technology Services for the CREST/Property Tax System. Districts: All. [Total Cost: \$1,008,211]; CREST Capital Project Fund (100%)  
**DATE:** May 5, 2015  
**PAGE:** 2 of 2

**BACKGROUND:**

**Summary (continued)**

advancements and designs, and implement a new Integrated Property Tax Management System (IPTMS) to meet the business needs and operational needs of the Assessor-County Clerk-Recorder, Auditor-Controller, and Treasurer-Tax Collector offices.

The CREST/Property Tax System needs to augment the information technology staffing with contract personnel to support and develop the system projects; and to obtain skills not available internally. With the implementation window planned in the year 2016, the CREST project requires a continuation of these consultants until the project is complete.

**Contract History and Price Reasonableness**

Purchasing released a Request for Proposal (RFP) and mailed the RFP to 200 vendors, advertised on the internet, and Purchasing received fifty eight (58) responses. Purchasing formed an evaluation committee consisting of Riverside County Information Technology (RCIT), Department of Public Social Services (DPSS)-IT, County Health Administration (CHA), Sheriff IT, Assessor-County Clerk (ACR)-IT, Information Technology Security Office, and OASIS to review and score the proposals. The team evaluated and scored the proposals based on evaluation criteria set forth in the RFP, overall responsiveness and general understanding of the RFP requirements, price reasonableness, contractor experience, staffing base, reference, financial status, and the vendor's ability to meet the County's needs. Based on the overall summation of the proposal submitted, the County entered into best and final negotiations with fifty-two vendors resulting in twenty-two vendors providing rates determined to be fair and reasonable to the County for these services. Since no sole provider offers the most economical rate for every position, each information technology department will compare rate structure and utilize the vendor with the most reasonable rate and available staff as each need arises. The Multiple Contractors (Intratek Computers, Inc., VIVA USA, Inc., and Tek Systems, Inc.) have maintained their contracted pricing from last year. In compliance with Board Policy H-11 (Acquisition and Management of Information Systems and Services), the Riverside County Technology Standards & Oversight Committee reviewed, and recommended the approval of this proposed information technology acquisition, on May 6, 2015.

**Impact on Citizens and Businesses**

The new Property Tax System will replace the County's current 40 years old legacy mainframe system and will optimize the County's revenue generation efficiency and help protect the County's fiscal stability. The benefits of removing manual processes, minimizing costly errors and eliminating inefficiencies by automating operations will provide savings to the County over future decades. The new system will enable the County to more effectively implement and enforce its legal mandates for property tax administration. More importantly, the new system will allow the departments to service the public more efficient and effectively.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

As a result of the master information technology contracts, Purchasing on behalf of the County of Riverside Assessor-County Clerk-Recorder's Office solicited quotations from the various IT consultant positions to work on current projects with the ACR's Office and CREST/Property Tax System. The total contract amount through June 30, 2016 is not to exceed \$1,008,211 with the following County awarded vendors: Intratek Computer Inc., Tek Systems, Inc., VIVA USA, Inc., and Login Consulting Services, Inc.

**COUNTY OF RIVERSIDE  
AMENDMENT NO. 2 TO THE AGREEMENT  
WITH  
INTRATEK COMPUTERS, INC.**

**CONTRACTOR:** Intratek Computers, Inc.  
Contract Term: July 1, 2015 through June 30, 2016  
Effective Date of Amendment: July 1, 2015  
Annual Maximum Contract Amount: \$ 363,091.00  
Contract ITARC-91800-006-08/13

The Agreement between Riverside County, herein referred to as COUNTY and Intratek Computers, Inc., herein referred to as CONTRACTOR, is amended as follows:


1. On page 2 of the Agreement, amend Section 2 the "Period of Performance": To amend all reference to the Period of Performance from expiration of June 30, 2015 to a Period of Performance of July 1, 2015 through June 30, 2016, unless terminated as specified in Section 9 TERMINATION. All other terms of the Period of Performance in the Agreement shall apply.
2. 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  
Intratek Computer, Inc.  
5431 Industrial Drive  
Huntington Beach, CA

By:   
Name: Jim Hewett  
Title: Procurement Contract Specialist  
Date: 7/3/15

By:   
Name: Kim Wheeler  
Title: Contracts Manager  
Date: 30 March 2015

FOR APPROVED COUNTY COUNSEL  
BY:   
NEAL R. KIPNIS DATE: 5/1/15

2012 707 10 6WIS: 1E  
RFP# PUARC933  
BOS Agenda # 3-16 & Date: 7/30/2013  
RECEIVED RIVERSIDE COUNTY  
Form #116-311 Revision Date: 04/21/09

2012 707 10 6W P: 03  
RECEIVED CLERK OF THE BOARD  
RIVERSIDE COUNTY

MAY 19 2015 34 1

CLERK'S COPY

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

Thank you.

**COUNTY OF RIVERSIDE  
AMENDMENT NO. 2 TO THE AGREEMENT  
WITH  
TEK SYSTEMS, INC.**

**CONTRACTOR:** TEK Systems, Inc.  
Contract Term: July 1, 2015 through June 30, 2016  
Effective Date of Amendment: July 1, 2015  
Annual Maximum Contract Amount: \$ 462,720.00  
Contract ITARC-91800-006-08/13


The Agreement between Riverside County, herein referred to as COUNTY and TEK Systems, Inc., herein referred to as CONTRACTOR, is amended as follows:

1. On page 2 of the Agreement, amend Section 2 the "Period of Performance": To amend all reference to the Period of Performance from expiration of June 30, 2015 to a Period of Performance of July 1, 2015 through June 30, 2016, unless terminated as specified in Section 9 TERMINATION. All other terms of the Period of Performance in the Agreement shall apply.
2. 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  
TEK Systems, Inc.  
2424 SE Bristol, Suite 200  
Newport Beach, CA 90660

By:   
Name: Jim Hewett  
Title: Procurement Contract Specialist  
Date: 7/9/15

By:   
Name: Patrick Conway  
Title: Account Manager  
Date: 3/27/15

FORM APPROVED COUNTY COUNSEL  
BY:   
NEAL R. KIPNIS DATE

RFP# PUARC933  
BOS Agenda # 3-16 & Date 7/30/2013  
Form #116-311 Revision Date: 04/21/09

MAY 19 2015 34

WHEN DOCUMENT IS FULLY EXECUTED RETURN  
CLERK'S COPY  
to Riverside County Clerk of the Board, Stop 1010  
Post Office Box 1147, Riverside, Ca 92502-1147  
Thank you.

**COUNTY OF RIVERSIDE  
AMENDMENT NO. 2 TO THE AGREEMENT  
WITH  
VIVA USA, INC.**

**CONTRACTOR:** VIVA USA, Inc.  
Contract Term: July 1, 2015 through June 30, 2016  
Effective Date of Amendment: July 1, 2015  
Annual Maximum Contract Amount: \$ 182,400.00  
Contract ITARC-91800-006-08/13

The Agreement between Riverside County, herein referred to as COUNTY and VIVA USA, Inc., herein referred to as CONTRACTOR, is amended as follows:


1. On page 2 of the Agreement, amend Section 2 the "Period of Performance": To amend all reference to the Period of Performance from expiration of June 30, 2015 to a Period of Performance of July 1, 2015 through June 30, 2016, unless terminated as specified in Section 9 TERMINATION. All other terms of the Period of Performance in the Agreement shall apply.
2. 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  
VIVA USA, Inc.  
3601 Algonquin Road, Suite 425  
Rolling Meadows, IL 60008

By:   
Name: Jim Hewett  
Title: Procurement Contract Specialist  
Date: 7/1/15

By:   
Name: Ilango Radhakrishnan  
Title: Vice President  
Date: 03/27/15

FORM APPROVED COUNTY COUNSEL

BY:   
NEAL R. KIPNIS DATE

RFP# RJARC933  
BOS Agenda # 3-16 & Date 03/16/13

MAY 19 2015 3-4

Form # 16-311 Revision Date: 04/21/09



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

PR 2015 - 02675  
Tracking Number for Internal Use Only

<b>REQUESTED PURCHASE:</b> INFORMATION TECHNOLOGY IT CONSULTING SERVICES FOR THE PROPERTY TAX SYSTEM	
<b>DEPARTMENT/AGENCY:</b> ASSESSOR-COUNTY-CLERK RECORDER/TREASURER-TAX COLLECTOR/AUDITOR-CONTROLLER	
<b>CONTACT NAME/PHONE:</b> KAN WANG (951) 955-0350 / JAMES MOORE (951) 486-7485	
<b>PURCHASE REQUEST:</b> <input checked="" type="checkbox"/> NEW EQUIPMENT/ <u>SERVICES</u> <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT	
<b>PURCHASE TYPE:</b> <input checked="" type="checkbox"/> PROFESSIONAL SERVICES <input type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input type="checkbox"/> RENEWAL	
<b>DESCRIBE REQUESTED PURCHASE</b>	<p>To renew the the Professional Services Agreement with Multiple Contractors for Information Technology Services with the following Information Technology Consultants:</p> <ul style="list-style-type: none"> <li>• Intratek Computer, Inc</li> <li>• VIVA USA, Inc.</li> <li>• Tek Systems, Inc.</li> </ul> <p>To extend the original agreement from 7/1/2015 to 6/30/2017.</p> <p>Services is part of the multiyear County of Riverside Enterprise Solution for Property Tax (CREST) project that include performing system analysis, integration, configuration, development, data migration, and quality assurance of the new Riverside County Property Tax system in development for the Treasurer-Tax Collector, Assessor, and Auditor Controllers.</p>
<b>BUSINESS NEEDS ADDRESSED</b>	<p>The Property Tax System is an integrated system for the Assessor-County Clerk-Recorder, Auditor-Controller, and Treasurer-Tax Collector offices. The County of Riverside Enterprise Solutions for Property Taxation (CREST) Project unites the County's three property tax departments in this cooperative venture. The CREST/Property Tax System needs to augment the information technology staffing with contract personnel to support and develop the system projects; and to obtain skills not available internally. With the implementation window approaching this year, the project activities are pushed into high gear with significant ramping up of resources involved. The CREST project requires a continuation of these consultants until the project is complete.</p>
<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
<b>BUSINESS CRITICALITY</b>	<b>BUSINESS IMPACT (SELECT ALL THAT APPLY)</b>
<input checked="" type="checkbox"/> Run the business <input checked="" type="checkbox"/> Grow the business <input checked="" type="checkbox"/> Transform the business	<input checked="" type="checkbox"/> Support current operations <input checked="" type="checkbox"/> Reduce Expenses <input checked="" type="checkbox"/> Improve Customer Service <input checked="" type="checkbox"/> Improve Operational Efficiencies
<b>BUSINESS RISKS</b>	<p><b>Financial:</b> The new Property Tax System will enable the County to more effectively implement and enforce its legal mandates for property tax administration. More importantly, the new system will allow the departments to service the public more efficient and effectively.</p> <p><b>Operational:</b> The new Property Tax System will replace the County's current 40 years old legacy mainframe system and will optimize the County's revenue generation efficiency and help protect the County's fiscal stability. The benefits of removing manual processes, minimizing costly errors and eliminating inefficiencies by automating operations.</p> <p><b>Customer:</b> The new system will enable the County to more effectively implement and enforce its legal mandates for property tax administration. More importantly, the new system will allow the departments to service the public more efficient and effectively.</p>
<b>ALTERNATIVE SOLUTIONS</b>	N/A
<b>TRANSACTION</b>	<input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase Lease Years: _____



**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

<b>PURCHASE COSTS</b>	<b>COST BENEFIT ANALYSIS</b>		
Hardware: \$		ALTERNATIVE STATUS QUO	ALTERNATIVE
Software: \$	Current Annual Cost	N/A	N/A
Labor: \$	Ongoing Annual Cost	N/A	N/A
<b>Total Cost: \$2,016,422*</b>	Annual Cost Savings	N/A	N/A
\$1,008,211 FY 15/16	<b>Net Annual Savings</b>	N/A	N/A
\$1,008,211 FY 16/17	Project Implementation Cost	N/A	N/A
	<b>Project Payback Period? yrs</b>	N/A	N/A

\*Board approved 2-Year Contract from July 1, 2015 – June 30, 2017 for a total aggregate amount not to exceed \$2,016,422.

Department Head Signature: *Darl Montgomery* Date: *4-29-15*

**RCIT RECOMMENDATION – for purchases and renewals under \$100,000**

Recommended:  Yes  No (Non-recommended requests submit to TSOC)

By: *Vera Arguindey* Date: *4/29/15*  
Chief Information Officer Signature: *Alexander* Date: *5/16/15*

**RCIT explanation for non-recommended requests:**

**TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals**

Recommended:  Yes  No (In no, provide explanation below)

TSOC Chair Signature: *[Signature]* Date: *5/4/15*

**TSOC explanation**