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



3.32 (ID # 5926)

#### **MEETING DATE:**

Tuesday, December 12, 2017

**FROM**: RIVERSIDE COUNTY INFORMATION TECHNOLOGY AND Assessor-County Clerk-Recorder; Auditor Controller; Treasurer-Tax Collector:

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY; ASSESSOR-COUNTY CLERK-RECORDER; AUDITOR CONTROLLER; TREASURER-TAX COLLECTOR: Approve the Renewal of Licensing and Support for the Hardware and Software that Support the County's Property Management System without Securing Competitive Bids with IBM, ASG Technologies Group, Inc., Computer Associates, Compuware, Logicalis, and BMC Software, Inc., for up to 2 years, All Districts. [\$1,169,679 - 100% RCIT Departmental Budget]

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

- 1. Authorize the Purchasing Agent to issue purchase orders to the vendors listed on Exhibit A, without securing competitive bid, in the amount specified for licensing and support of hardware and software used by the County's Property Management System; and,
- 2. Authorize the Purchasing Agent to increase these purchase orders, in an amount not to exceed \$100,000 for the contract aggregate, for potential annual increases, 3<sup>rd</sup> party increases, hardware/software that is reaching its end of useful life, and licensing/support.

**ACTION: Policy** 

Frankie Ezzat

12/4/2017

Peter Aldana, Assesor-Bounty-Clerk Recorder

12/4/2017

Matthew Jennings, Assistant Treasurer-Tax Collector 12/4/2017

#### MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes:

Jeffries, Tavaglione, Perez and Ashley

Nays:

None

Absent:

Washington

Date:

December 12, 2017

xc: Page 1 of 4 RCIT, ACR, Treasurer, Purchasing

ID# 5926

Kecia Harper-Ihem

New York of the House

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

			For Fiscal V	'ear: 17/18 -19/20
SOURCE OF FUNDS	Budget Adju	ustment: No		
NET COUNTY COST	\$0	\$0	\$0	\$0
COST	\$398,637	\$590,507	\$1,169,679	\$0
FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost

C.E.O. RECOMMENDATION: Approve

### **BACKGROUND:**

### **Summary**

The county's existing property management system is targeted for replacement by the Crest System. Licensing and support services for the existing system will expire on December 31, 2017, so the attached purchase requests are to avoid a gap in coverage and support to this critical system through December 31, 2019.

The property management system is used by the Auditor Controller, Assessor-County Clerk-Recorder, and Treasurer-Tax Collector. The hardware/operating system is an IBM mainframe. The vendors listed on Exhibit A are the only providers able to license and support the various software products for the existing system. Support services include software updates/upgrades, patches, and technical assistance. RCIT recommends renewal of the software licensing and support for the existing system through December 31, 2019 to ensure the system is supported until the Crest System is brought online and stabilized in production environment.

In conjunction with securing licensing for the Property System and as an alternative solution, RCIT is in consultation with a vendor to provide cloud hosting services to support the Property System. In the event a decision is made to move the Property System to a cloud provider, a portion of the funding requested through this Form 11 will not be required. RCIT will submit a new Form 11 requesting approval to fund a cloud solution to support the Property Application.

### **Impact on Citizens and Businesses**

While it is possible to replace these software products with something compatible, it would require the replacement of a complete suite of tools and extensive training for both RCIT and the customer base, resulting in additional costs and reduction in productivity. This cost and loss of production would not be acceptable to customers such as the Auditor Controller, Assessor-County Clerk-Recorder or Treasurer-Tax Collector, who utilize the Property System tools for the citizens of Riverside County.

### Contract History and Price Reasonableness

Support renewals for the existing property management system began on March 29, 2005 (M.O. 3.30), continued on June 3, 2008 (M.O. 3.53), and followed by approval on June 29, 2010 (M.O. 3.56) to continue to support the system. A subsequent renewal request was approved on April

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

28, 2015 (M.O. 3-28) which extended support through June 30, 2016. On June 21, 2016, the Board of Supervisors approved M.O. 3.57 to extend the licensing and support service through December 31, 2017 as the most cost effective approach to secure and to keep the mainframe operational until the Crest System is brought online.

This new request is for the renewal of the existing property management system licensing and support services through December 31, 2019.

The board is also being asked to authorize the Purchasing Agent to increase purchase orders, in an amount not to exceed \$100,000, in aggregate, for any potential annual increases, 3rd party increases, hardware/software reaching its end of useful life, and licensing/support.

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

### **EXHIBIT A**

Vendor	Fiscal Year	Estima	ited Amount
IBM	FY 17/18	\$	168,456.35
	FY 18/19	\$	348,817.41
	FY 19/20	\$	180,535.16
ASG Technologies, Inc.	FY 17/18	\$	58,151.39
	FY 18/19	\$	61,058.96
CA Technologies	FY 17/18	\$	68,512.66
	FY 18/19	\$	71,938.29
Compuware	FY 17/18	\$	46,299.00
	FY 18/19	\$	48,613.95
ВМС	FY 17/18	\$	32,701.33
	FY 18/19	\$	34,336.40
Logicalis	FY 17/18	\$	24,516.50
	FY 18/19	\$	25,742.33

ATTACHMENT: SOLE SOURCE JUSTIFICATION

12/4/2017 Tina Grande, Assist

Dave Rogers, Chief Information Officer

11/30/2017

JIM SMITH Chief Technology Officer



LOUIS RAJA ARUL DOSS, ACIO **Enterprise Applications Bureau** PATRICK ELLIANO, ACIO Converged Communications Bureau

Date: November 27, 2017

GIL MEJIA, ACIO **Technology Services Bureau** 

To:

Board of Supervisors/Purchasing Agent

Via:

RCIT, Procurement Contract Specialist

From:

Dave Rogers, Chief Information Officer

Subject:

RIVERSIDE COUNTY INFORMATION TECHNOLOGY (RCIT): Approve the Renewal of

Licensing and Support for the Hardware and Software that Support the County's

Property Management System without Securing Competitive Bids with IBM, All Districts,

[697,808.92], RCIT Departmental Budget.

The below information is provided in support of my Department requesting approval for a sole source.

1. Supplier being requested: IBM Corporation

2. Vendor ID: 00000000060

3. Supply/Service being requested: Licensing and support for the hardware and software that support the County's Property Management System.

4. Alternative suppliers that can or might be able to provide supply/service and extent of market research conducted:

None, the licensing and support is proprietary to the company. The requested supplier was contacted and there are not any authorized resellers of the ongoing licenses and support required to maintain the system.

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

supplier can provide:

IBM Corporation provides software applications and hardware services that have been customized to meet the day to day requirements for Riverside County. To consider another supplier; each application will require a level of customization and user training that makes any other vendor solution cost prohibitive.

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

The licenses and support are necessary to maintain the County's existing Property Management system.

7.	Period of Performance: From 1/1/18 to	12/31/19 (2 yes	ars)
	Is this an annually renewable contract?	□ No	■ Yes
	Is this a fixed-term agreement?	■ No	☐ Yes

Description:	FY 17/18	FY 18/19	FY 19/20	Total
On-going Costs:				
Maintenance/Licensing Support	\$168,456.35	\$348,817.41	\$180,535.16	\$697,808.92
Total Costs	\$168,456.35	\$348,817.41	\$180,535.16	\$697,808.92

9. Price Reasonableness:

List Attachments:

The County's current Property System is expected to be replaced end of calendar year 2019. Until the existing system is replaced with the Crest System, it would not be cost effective to implement another solution.

10. 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)?

No, the mainframe hardware and operating system is expected to be decommissioned by the end of 2019 with the go-live of the CREST system in the summer of 2018, and stabilization of the new system after a full year of implementation.

11. Projected Board of Supervisor	Date (if applicable): Decem	ber 12, 2017
Africa Commence	11-	30-17
Dave Rogers, Chief Information Office	cer Date	
Purchasing Department Comments:		
Approve	Approved with Condition/s	Disapprove
Not to exceed: \$ 697,808.92 As indicated above	□One time	Amount through 12/31/19
The Man	12/4/17	18-096
Purchasing Agent	Date // (Refere	Approval Number nce of Purchasing Documents)

Previous SSJ # Ref. 17-005

### DAVE ROGERS

Chief Information Officer

IIM SMITH

Chief Technology Officer



LOUIS RAIA ARUL DOSS, ACIO Enterprise Applications Bureau PATRICK ELLIANO, ACIO Converged Communications Bureau

> GIL MEJIA, ACIO Technology Services Bureau

To:	Board of Supervisors/Purchasing Agent	Date: November 27, 2017
1 ().	DOME OF CODE ASSESSED OF COURSE OF SAME	

Via: RGIT, Procurement Contract Specialist

From: Dave Rogers, Chief Information Officer

Subject: RIVERSIDE COUNTY INFORMATION TECHNOLOGY (RCIT): Approve the Renewal of

Licensing and Support for the Hardware and Software that Support the County's

Property Management System without Securing Competitive Bids with ASG

Technologies Group, Inc. (ASG), All Districts, [\$119,210.35], RCIT Departmental Budget.

The below information is provided in support of my Department requesting approval for a sole source.

- 1. Supplier being requested: ASG Technologies Group, Inc.
- 2. Vendor ID: 0000003268
- Supply/Service being requested:
   Licensing and support for the hardware and software that support the County's Property Management System.
- 4. Alternative suppliers that can or might be able to provide supply/service and extent of market research conducted:

None, the licensing and support is proprietary to the company. The requested supplier was contacted and there are not any authorized resellers of the ongoing licenses and support required to maintain the system.

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

ASG provides software applications and hardware services that have been customized to meet the day to day requirements for Riverside County. To consider another supplier; each application will require a level of customization and user training that makes any other vendor solution cost prohibitive.

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

The licenses and support are necessary to maintain the County's existing Property Management system.

7.	Period of Performance: From 1/1/18 to	12/31/19 (2	years)	
	Is this an annually renewable contract?	□ No		Yes
	Is this a fixed-term agreement?	No No		Yes

Description:	FY 17/18	FY 18/19	Total
On-going Costs:			
Maintenance/Licensing Support	\$58,151.39	\$61,058.96	\$119,210.35
Total Costs	\$58,151.39	\$61,058.96	\$119,210.35

9. Price Reasonableness:

The County's current Property System is expected to be replaced end of calendar year 2019. Until the existing system is replaced with the Crest System, it would not be cost effective to implement another solution.

10. 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)?

No, the mainframe hardware and operating system is expected to be decommissioned by the end of 2019 with the go-live of the CREST system in the summer of 2018, and stabilization of the new system after a full year of implementation.

11. Projected Board of Supervisor Date (if applicable): December 12, 2017					
Touth	general plan	11-30-17			
Dave Rogers, Chief Information Offi	icer C	Date			
Purchasing Department Comments	:				
Approve Approve	Approved with Condition	n/s Disapprove			
Not to exceed: \$ \$119,210.35 As indicated above	□One time	Annual Amount through 12/31/19			
The Thin	12/4/13	18-097			
Purchasing Agent	Date /	Approval Number			
	(13)	eference of Purchasing Documents)			

List Attachments: Pre. Ref SSJ # 17-006

### **DAVE ROGERS**

Chief Information Officer

**IIM SMITH** 

Chief Technology Officer



LOUIS RAJA ARUL DOSS, ACIO Enterprise Applications Bureau

PATRICK ELLIANO, ACIO Converged Communications Bureau

> GIL MEJIA, ACIO Technology Services Bureau

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Board of Supervisors/Purchasing Agent

Date: November 27, 2017

Via:

RCIT. Procurement Contract Specialist

From:

Dave Rogers, Chief Information Officer

Subject:

RIVERSIDE COUNTY INFORMATION TECHNOLOGY (RCIT): Approve the Renewal of

Licensing and Support for the Hardware and Software that Support the County's

Property Management System without Securing Competitive Bids with CA Technologies,

Inc., All Districts, [\$140,450.95], RCIT Departmental Budget.

The below information is provided in support of my Department requesting approval for a sole source.

- 1. Supplier being requested: CA Technologies, Inc.
- 2. Vendor ID: 0000004052
- 3. Supply/Service being requested:

Licensing and support for the hardware and software that support the County's Property Management System.

4. Alternative suppliers that can or might be able to provide supply/service and extent of market research conducted:

None, the licensing and support is proprietary to the company. The requested supplier was contacted and there are not any authorized resellers of the ongoing licenses and support required to maintain the system.

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

supplier can provide:

CA Technologies provides software applications and hardware services that have been customized to meet the day to day requirements for Riverside County. To consider another supplier, each application will require a level of customization and user training that makes any other vendor solution cost prohibitive.

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

The licenses and support are necessary to maintain the County's Property Management system.

7.	Period of	Performance:	From	3/31/17	to 3/30/19	(2 years)
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Is this an annually renewable contract?

LI No

M Yes

Is this a fixed-term agreement?

■ No

☐ Yes

Description:	FY 17/18	FY 18/19	Total
On-going Costs:			
Maintenance/Licensing Support	\$68,512.66	\$71,938.29	\$140,450.95
Total Costs	\$68,512.66	\$71,938.29	\$140,450.95

9. Price Reasonableness:

The County's current Property System is expected to be replaced end of calendar year 2019. Until the existing system is replaced with the Crest System, it would not be cost effective to implement another solution.

10. 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)?

No, the mainframe hardware and operating system is expected to be decommissioned by the end of 2019

with the go-live of the CREST system in the summer of 2018, and stabilization of the new system after a full year of implementation.

11. Projected Board of Supervisor	Date (if applicable): <u>Decem</u>	ber 12, 2017
17.M	11-3	9-17
Dave Rogers, Chief Information Offi	cer Date	
	!	
Purchasing Department Comments:	,	
Approve	Approve with Condition/s	Disapprove
Not to exceed: \$ \$140,450.95  As indicated above	□One time	nual Amount through 03/30/19
Ten & Kim	12/4/17	18-098
Purchasing Agent	Date (Refere	Approval Number nee of Purchasing Documents)

List Attachments:

Pre. Ref SSJ # 17-007

JIM SMITH
Chief Technology Officer



LOUIS RAJA ARUL DOSS, ACIO
Enterprise Applications Bureau
PATRICK ELLIANO, ACIO
Converged Communications Bureau
GIL MEJIA, ACIO
Technology Services Bureau

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Board of Supervisors/Purchasing Agent

Date: November 27, 2017

Via:

RCIT. Procurement Contract Specialist

From:

Dave Rogers, Chief Information Officer

Subject:

Sole Source Procurement Approve the Renewal of Licensing and Support for the

Hardware and Software that Support the County's Property Management System without Securing Competitive Bids with Compuware Corporation, All Districts [\$94,912.95], RCIT

Departmental Budget.

The below information is provided in support of my Department requesting approval for a sole source.

- 1. Supplier being requested: Compuware Corporation
- 2. Vendor ID: 0000035238
- Supply/Service being requested:
   Licensing and support for the hardware and software that support the County's Property Management System.
- 4. Alternative suppliers that can or might be able to provide supply/service and extent of market research conducted:

None, the licensing and support is proprietary to the company. The requested supplier was contacted and there are not any authorized resellers of the ongoing licenses and support required to maintain the system.

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

Compuware provides software applications and hardware services that have been customized to meet the day to day requirements for Riverside County. To consider another supplier; each application will require a level of customization and user training that makes any other vendor solution cost prohibitive.

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

The licenses and support are necessary to maintain the County's Property Management system.

7.	Period of Performance: From 1/1/18 to	12/31/19 (2 ye	ears)
-	Is this an annually renewable contract?	□ No	Yes
	Is this a fixed-term agreement?	■ No	☐ Yes

Description:	FY 17/18	FY 18/19	Total
On-going Costs:			
Maintenance/Licensing Support	\$46,299.00	\$48,613.95	\$94,912.95
Total Costs	\$46,299.00	\$48,613.95	\$94,912.95

9. Price Reasonableness:

The County's current Property System is expected to be replaced end of calendar year 2019. Until the existing system is replaced with the Crest System, it would not be cost effective to implement another solution.

10. 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)?

No, the mainframe hardware and operating system is expected to be decommissioned by the end of 2019 with the go-live of the CREST system in the summer of 2018, and stabilization of the new system after a full year of implementation.

11. Projected Board of Supervisor	Date (if applicable):	December 12, 2017
Tulk		11-3077
Dave Rogers, Chief Information Office	er	Date
Purchasing Department Comments:		
Approve	Approve with Condition	on/s Disapprove
Not to exceed: \$ \$94,912.95 As indicated above	□One time	Annual Amount through 12/31/19
The same	12/4/1	7 18-099
Purchasing Agent	Date	Approval Number (Reference of Purchasing Documents)

List Attachments: Pre. Ref SSJ # 17-008

IIM SMITH
Chief Technology Officer



LOUIS RAJA ARUL DOSS, ACIO Enterprise Applications Bureau PATRICK ELLIANO, ACIO Converged Communications Bureau GIL MEJIA, ACIO Technology Services Bureau

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Board of Supervisors/Purchasing Agent

Date: November 27, 2017

Via:

RCIT, Procurement Contract Specialist

From:

Dave Rogers, Chief Information Officer

Subject:

Sole Source Procurement Approve the Renewal of Licensing and Support for the

Hardware and Software that Support the County's Property Management System without

Securing Competitive Bids with BMC Software, Inc., All Districts [\$67,037.73], RCIT

Departmental Budget.

The below information is provided in support of my Department requesting approval for a sole source.

1. Supplier being requested: BMC Software, Inc.

2. Vendor ID: 0000072406

3. Supply/Service being requested:

Licensing and support for the hardware and software that support the County's Property Management System.

4. Alternative suppliers that can or might be able to provide supply/service and extent of market research conducted:

None, the licensing and support is proprietary to the company. The requested supplier was contacted and there are not any authorized resellers of the ongoing licenses and support required to maintain the system

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

supplier can provide:

BMC provides software applications and hardware services that have been customized to meet the day to day requirements for Riverside County. To consider another supplier; each application will require a level of customization and user training that makes any other vendor solution cost prohibitive.

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

The licenses and support are necessary to maintain the County's Property Management system.

7.	Period of Performance: From 1/1/18 to	12/31/19 (2 ye	ears)	
	Is this an annually renewable contract?	□ No	■ Y	É
	Is this a fixed-term agreement?	M No	$\Box$ Y	E

Description:	FY 17/18	FY 18/19	Total
One-time Costs:		and the second s	
Maintenance/Licensing Support	\$32,701.33	\$34,336.40	\$67,037.73
Total Costs	\$32,701.33	\$34,336.40	\$67,037.73

9. Price Reasonableness:

The County's current Property System is expected to be replaced end of calendar year 2019. Until the existing system is replaced with the Crest System, it would not be cost effective to implement another solution.

10. 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)?

No, the mainframe hardware and operating system is expected to be decommissioned by the end of 2019 with the go-live of the CREST system in the summer of 2018, and stabilization of the new system after a full year of implementation.

Tun your or implomortation.			
11. Projected Board of Supervisor	Date (if applicable):	December 12, 2017	
and		1/-30-17	
Dave Rogers, Chief Information Offi	cer	Date	
Purchasing Department Comments:			
Approve	Approve with Condition		
Not to exceed: \$ 67,037.73  As indicated above	□One time	Annual Amount through 12/31/15	)
Au Alm	12/4/17	18-100	
Purchasing Agent	Date	Approval Number (Reference of Purchasing Documents	s)

List Attachments: Pre. Ref SSJ # 17-009

JIM SMITH
Chief Technology Officer



LOUIS RAIA ARUL DOSS, ACIO Enterprise Applications Bureau PATRICK ELLIANO, ACIO Converged Communications Bureau

Parana na manganakan ka

GIL MEJIA, ACIO Technology Services Bureau

To:

Board of Supervisors/Purchasing Agent

Date: November 27, 2017

Via:

RCIT, Procurement Contract Specialist

From:

Dave Rogers, Chief Information Officer

Subject:

Sole Source Procurement Approve the Renewal of Licensing and Support for the

Hardware and Software that Support the County's Property Management System without Securing Competitive Bids with LOGICALIS, All Districts [\$50,258.83], RCIT Departmental

Budget.

The below information is provided in support of my Department requesting approval for a sole source.

1. Supplier being requested: LOGICALIS

2. Vendor ID: 0000054650

3. Supply/Service being requested:

24x7 maintenance service for the ZENTERPRISE Mainframe Server. This server is currently running the Property application.

4. Alternative suppliers that can or might be able to provide supply/service and extent of market research conducted:

None. This hardware was purchased from IBM and requires support from an IBM certified hardware maintenance vendor.

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

IBM was contacted but according to their guidelines IBM is not allowed to offer this service. They referred RCIT to their business partner LOGICALIS.

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

The hardware support is necessary to maintain the County's Property Management system.

Period of Performance: From 12/19/17	to 12/31/19 (2	years)
Is this an annually renewable contract?	□ No	M Yes
Is this a fixed-term agreement?	M No	☐ Yes

Description:	FY 17/18	FY 18/19	Total
One-time Costs:			
Maintenance/Licensing Support	\$24,516.50	\$25,742.33	\$50,258.83
Total Costs	\$24,516.50	\$25,742.33	\$50,258.83

9. Price Reasonableness:

List Attachments:

The County's current Property System is expected to be replaced end of calendar year 2019. Until the existing system is replaced with the Crest System. This price is reasonable for 24x7 services for this type of hardware.

10. 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)?

No, the mainframe hardware and operating system is expected to be decommissioned by the end of 2019 with the go-live of the CREST system in the summer of 2018, and stabilization of the new system after a full year of implementation.

ruil year of implementation.		•	
11. Projected Board of Supervisor	Date (if applicable)	: <u>December 12, 2017</u>	
Day Die Oliver		11-30-17	
Dave Rogers, Chief Information Office	cer	Date	
Purchasing Department Comments:			
Approve	Approved with Condi		
Not to exceed: \$\$50,258.83	☐One time	Tutal <b>Annual</b> Amount through 12/31/19	
Ju Alm	12/4/	18-101	
Purchasing Agent	Date / /	Approval Number (Reference of Purchasing Documents)	scato.

Pre. Ref SSJ # 17-010