

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



ITEM
3.53
(ID # 5809)

MEETING DATE:

Tuesday, December 12, 2017

FROM : TREASURER-TAX COLLECTOR AND Assesor-Clerk Recorder :

SUBJECT: ASSESSOR-CLERK RECORDER AND TREASURER-TAX COLLECTOR: Approve and execute the Amendment to the Agreement with Sonant Corporation for Interactive Voice Response System and Interactive Web Response System Product Maintenance and Support without seeking competitive bids for three years, All Districts. [Total Cost \$223,923 - 44% Assessor- Clerk Recorder and 56% Treasurer-Tax Collector Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

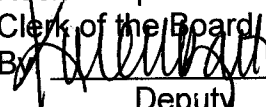
1. Approve and execute Amendment No. 3 with Sonant Corporation for Interactive Voice Response System and Interactive Web Response System Product Maintenance and Support without seeking competitive bids not to exceed \$223,923.00 for three years; and
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved by County Counsel to: sign amendments for additional licenses or system enhancements and any adjustments to the maintenance costs for those licenses or enhancements not to exceed \$50,000 annually.

ACTION:

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: Treasurer, ACR, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 72,374	\$ 74,618	\$ 223,923	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 44% Assessor- Clerk Recorder and 56% Treasurer-Tax Collector Budget			Budget Adjustment:	No
			For Fiscal Year:	17/18-19/20

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Riverside County Purchasing and Fleet Services, on behalf of the Assessor-Clerk Recorder and Treasurer-Tax Collector, issued RFP #ASARC00010 for Interactive Voice Response and Interactive Web Response systems for automated property tax information and payments. The project was awarded to Sonant Corporation based on approval by the Board of Supervisors on May 22, 2007 on Agenda # 3.6. Approval was also granted by the Board of Supervisors to the Purchasing Agent to renew the maintenance contract for four (4) years following the first year of implementation. A first Amendment was executed on December 23, 2009 for the renewal of maintenance and support. Amendment #2 to the Agreement was approved by the Board of Supervisors on October 16, 2012 for authorization to renew the maintenance and support without seeking competitive bids for an additional five (5) years, effective January 1, 2013.

Ongoing support and maintenance is necessary to ensure the system is operational and allow the public 7 days a week, 24 hours a day access to property tax information and to make electronic payments by credit card or electronic check. In addition, the County continually identifies enhancements for the system which better serve the public by providing increased access to information and self-service options. As a cost savings result, the County will see a reduction in the need of talk time to a County agent or a visit to a County office by the Public. Additional licenses are also necessary when the County has the need to add phone agents.

RCIT reviewed and concurs with the request to continue maintenance and support for the system.

The agreement has been approved as to form by County Counsel.

Impact on Residents and Businesses

Services are provided to all citizens throughout the County to assist with questions and information regarding property taxes.

Additional Fiscal Information

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

The Treasurer-Tax Collector and Assessor Clerk Recorder will be using funds from their budget to pay for the maintenance and support; no general funds will be used or requested.

<u>FY 17-18</u>	<u>FY 18-19</u>	<u>FY 19-20</u>	<u>Total</u>
\$72,374	\$74,618	\$76,931	\$223,923

Contract History and Price Reasonableness


Pricing for product maintenance and Support for the first renewal year is \$72,374.00, which is less than the 3.1% CPI increase applied to last year's price. The current rate for additional licenses is \$750.00 and may increase annually, not to exceed an average of 5% per year for the next 3 years. Other system enhancements will be quoted on a fixed price basis, with an average labor rate used for application development of approximately \$190 per hour, with a limit of rate increases for comparable skills to an average of 6% per year for the next 3 years. Purchasing reviewed and concurs with the Sole Source justification request for maintenance and support.

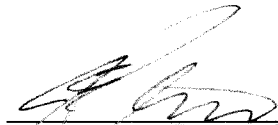
ATTACHMENTS:


ATTACHMENT A. Sole Source


ATTACHMENT B. Amendment No. 3 to the Agreement with Sonant Corporation


ATTACHMENT C. H-11

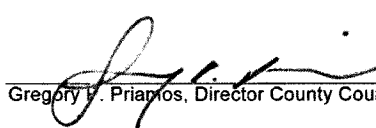

Peter Aldana, Assessor-County-Clerk Recorder 12/5/2017


Jon Christensen, Treasurer-Tax Collector 12/5/2017


Gregory F. Priamos, Director County Counsel 12/6/2017


Stephanie Pusi 12/6/2017


Tina Grande, Assistant Purchasing Director 12/6/2017


Gregory F. Priamos, Director County Counsel 12/6/2017

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
SONANT CORPORATION

Original Contract Term:	May 22, 2007 through December 31, 2017
Contract Term Extended To:	December 31, 2020
Effective Date of Amendment:	January 1, 2018
Original Annual Maximum Contract Amount:	\$65,800
Amended Annual Maximum Contract Amount:	\$72,374

The Agreement between County of Riverside (COUNTY) and Sonant Corporation (CONTRACTOR), entered into as of May 22, 2007 with a first amendment on December 23, 2009; second amendment on October 2, 2012; is now amended as follows:

1. Section V – Obligations of County; sub-section A – Compensation; item 2, is hereby amended with the following:

“Seventy two thousand, three hundred seventy four dollars (\$72,374) per year for annual maintenance and support of the System as detailed in Exhibit F, based on the availability of fiscal funding.”
2. Section V – Obligations of County; sub-section D – Maintenance and Support Fees, is hereby amended with the following:

“SONANT shall invoice COUNTY for support and maintenance fees of seventy two thousand, three hundred seventy four dollars, (\$72,374) as specified in Exhibit F on an annual basis. Annual price increases for System maintenance and support fees may not increase more than the previous year plus CPI and any adjustments for enhancements / licenses. The rate for additional licenses shall not increase more than 5% from the previous year. Other system enhancements shall be quoted on a fixed price basis, with an average labor rate used for application development of approximately \$190 per hour, with a limit of rate increases for comparable skills to an average of 6% per year.”
3. Exhibit F – Product Maintenance and Support Agreement; section I – Term and Termination, is hereby amended with the following:

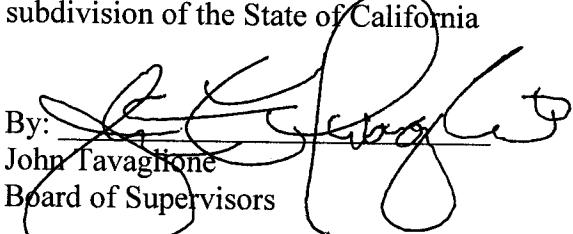
“This Agreement may be extended for additional one (1) year periods through December 31, 2020, unless terminated earlier as specified in Section VI “General”, subsection B “Termination” in the Master Agreement.”
4. Exhibit F – Product Maintenance and Support Agreement; section II – Payment, is hereby amended with the following:

“County shall pay Sonant an annual fee of \$72,374. Annual price increases for System maintenance and support fees may not increase more than the previous year plus CPI and any adjustments for enhancements / licenses.”
5. All other terms and conditions of the Agreement not modified herein shall remain unchanged.

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
SONANT CORPORATION

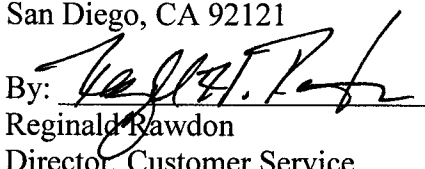
IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: 
John Tavaglione
Board of Supervisors

Dated: DEC 12 2017

Sonant Corporation
6215 Ferris Square, Suite 220
San Diego, CA 92121

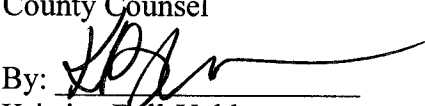
By: 
Reginald Rawdon
Director, Customer Service

Dated: 12/5/2017

ATTEST:
Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By: 
Kristine Bell-Valdez,
Deputy County Counsel

MATTHEW JENNINGS
ASSISTANT TREASURER-TAX COLLECTOR

DEBBIE BASHE
INFORMATION TECHNOLOGY OFFICER

GIOVANE PIZANO
SR. CHIEF DEPUTY TREASURER-TAX COLLECTOR



MELISSA JOHNSON
CHIEF DEPUTY TREASURER-TAX COLLECTOR

ADRIANNA GOMEZ
ADMINISTRATIVE SERVICES MANAGER

KIEU NGO
FISCAL MANAGER

JON CHRISTENSEN
TREASURER-TAX COLLECTOR

Date: November 22, 2017

From: Jon Christensen, Treasurer-Tax Collector
Peter Aldana, Assessor-Clerk Recorder

To: Board of Supervisors/Purchasing Agent

Via: Irene Maese

Subject: Sole Source Procurement; Request for Approval of Amendment to the Agreement with Sonant Corporation for Maintenance and Support of the Interactive Voice Response System and Interactive Web Response System Product Maintenance and Support

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

1. **Supplier being requested: Sonant Corporation**
2. **Vendor ID: 69051**
3. **Supply/Service being requested:**
Product Maintenance and Support of the Interactive Voice Response System and Interactive Web Response System (includes system enhancements and/or additional licenses).
(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:**
There are no other alternative suppliers authorized to resell Sonant Corp. maintenance and support service. Vendor has provided a Sole Source letter which indicates that they are the only entity that is able to provide maintenance and support of the proprietary software.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide.**
Proprietary software which no other reseller can offer of support. Vendor has provided a Sole Source letter which indicates that they are the only entity that is able to provide maintenance and support of the proprietary software.
6. **Reasons why my department requires these unique features and what benefit will accrue to the county:**
Ongoing support and maintenance is necessary to ensure the system is operational and allow the public 7 days a week, 24 hours a day access to property tax information and payments. In addition, we continually identify enhancements for the system which will better serve the public in providing more access to information and more self-service options, thereby reducing the need to talk to an agent or visit our office.

Form # 116-333 rev 7/23/15

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COUNTY OF RIVERSIDE, TREASURER-TAX COLLECTOR

4080 LEMON STREET, 4TH FLOOR * P.O. BOX 12005 * RIVERSIDE, CALIFORNIA 92502
WWW.COUNTYTREASURER.ORG * (951) 955-3900 * T (877) 748-2689 * FAX (951) 955-3923

Additional licenses are needed when the County adds new phone agents.

7. **Period of Performance:** From: 1-1-2018 to 12-31-2020
(total number of years) 3 years

Is this an annually renewable contract? No Yes
Is this a fixed-term agreement: No Yes

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:	FY17-18	FY18-19	FY19-20	Total
One-time Costs:	0	0	0	0
Ongoing Costs:				
Annual maintenance with 3.1% CPI increases	\$72,374	\$74,618	\$76,931	\$223,923
Total Costs	\$72,374	\$74,618	\$76,931	\$223,923

9. **Price Reasonableness:**

Pricing for product maintenance and support for the first renewal year is \$72,374.00, which is less than the 3.1% CPI increase applied to last year's price. The current rate for additional licenses is \$750.00 and may increase annually, not to exceed an average of 5% per year for the next 3 years. Other system enhancements will be quoted on a fixed price basis, with an average labor rate used for application development of approximately \$190 per hour, with a limit of rate increases for comparable skills to an average of 6% per year for the next 3 years.

10. **Projected Board of Supervisor Date (if applicable):** 12-12-2017


Department Head Signature (or designee) Matthew Jennings 11/22/17
Print Name Date


Department Head Signature (or designee) Kar Wang 11/27/17
Print Name Date



Sonant Corporation
6215 Ferris Square, Suite 220
San Diego, CA 92121
Tel (858) 623-8180
Fax (858) 623-8190
www.sonant.com

November 14, 2017

Debbie Bashe
County of Riverside
Treasurer-Tax Collector's Office
4080 Lemon Street
Riverside, CA 92502

Subject: Sonant Letter for Sole Source Support

Dear Debbie:

The Riverside County Assessor-Clerk Recorder and Treasurer-Tax Collector ClientCall™ system uses Sonant's proprietary software and no other company is licensed to support it. In addition, as developer of the custom application software for the Riverside County Assessor-Clerk Recorder and Treasurer Tax Collector's system, Sonant Corporation's familiarity with it make us uniquely qualified to support it.

If you have any questions, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'Reginald H. Rawdon', written over a horizontal line.

Reginald H. Rawdon
Director, Customer Service