ITEM: 3.8
(ID # 10993)
MEETING DATE:
Tuesday, November 19, 2019

FROM : PUBLIC SOCIAL SERVICES:

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES: Ratify and Approve the Amended and Restated Statement of Work 1602 with IBM for Child Welfare Services/Case Management System (CWS/CMS) Database Downloads through November 30, 2019. All Districts. [Total Cost $56,925; Federal 42%, State 6%, County 1%, Realignment 51%]

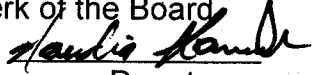**RECOMMENDED MOTION:** That the Board of Supervisors:
1. Ratify and approve the Amended and Restated Statement of Work 1602 with IBM for Child Welfare Services/Case Management System (CWS/CMS) Database Downloads through November 30, 2019 to increase the maximum reimbursable amount by $56,925.

ACTION:Policy

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes:	Jeffries, Spiegel, Washington, Perez and Hewitt
Nays:	None
Absent:	None
Date:	November 19, 2019
xc:	DPSS

Kecia R. Harper
Clerk of the Board
By: _____
Deputy

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 56,925	$ 0	$ 56,925	$ 0
NET COUNTY COST	$ 569	$ 0	$ 569	$ 0

SOURCE OF FUNDS: Federal 42%, State 6%, County 1%, Realignment 51%	Budget Adjustment: No
	For Fiscal Year: 19/20

C.E.O. RECOMMENDATION: Approve

BACKGROUND:
Summary
The California Health and Human Services Agency selected IBM 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, and has extended that contract through November 30, 2022.

The Department of Public Social Services (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. In addition to weekly downloads, IBM provides periodic database change releases. IBM is the sole provider of these services for the State of California and the only source from which DPSS can obtain this data.

On June 21, 2016, the Board of Supervisors approved Statement of Work 1602 with IBM Global Services through November 30, 2019. The State originally required counties to contribute to pay for two releases annually. In FY17/18 the State requested IBM to increase these releases to four annually. To that end, DPSS is required to pay for one additional release in FY17/18, two additional releases in FY18/19, and one additional release in FY 19/20. This Amended and Restated Statement of Work reflects this change.

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.

Additional Fiscal Information
The aggregate reimbursable amount of the Agreement for the period July 1, 2016 through November 30, 2019 is increasing by $56,925 from $215,650 to $272,575. The increases are:
FY17/18 increase by $13,684, from $63,090 to $76,774
FY18/19 increase by $27,368, from $63,090 to $90,458
FY19/20 increase by $15,873, from $26,380 to $42,253
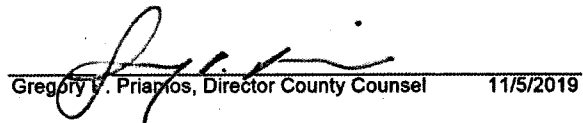
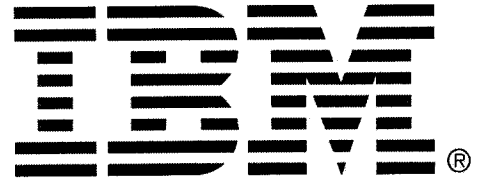### Contract History and Price Reasonableness

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. Further, state-mandated contracted services fall under Category II Exceptions under Ordinance No. 459, with Board approval required for activities that exceed $50,000.

The Board has previously approved DPSS' agreement with IBM on October 6, 2009 (agenda item #3.23), on June 28, 2011 (agenda item #3.91), and on June 21, 2016 (agenda item #3.53).

ATTACHMENTS: Amended and Restated Statement of Work # SOW 1602

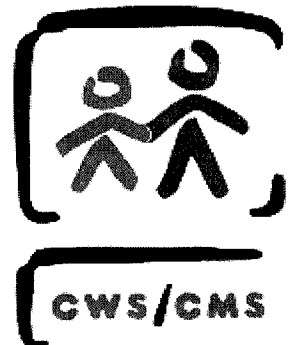Teresa Summers, Director of Purchasing   11/1/2019   Gregory P. Priamos, Director County Counsel   11/5/2019

State of California
Child Welfare Services/Case Management System

Amended and Restated
Statement of Work # SOW 1602 for the
County of Riverside CWS/CMS – DB2 Data Downloads

Version 2.0

cws/cms

NOV 1 9 2019

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WHEREAS, the County of Riverside and IBM previously entered into that certain Statement of Work ("SOW 1602/Agreement/CS-03367"), approved by the County of Riverside Board of Supervisors on June 21, 2016, Agenda Item 3.53; and

WHEREAS, the parties now desire to amend and restate the original Statement of Work in its entirety.

NOW THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the parties hereby agree to amend and restate the Statement of Work as follows:

1. Introduction

This Amended and Restated Statement of Work (SOW) 1602/Agreement CS-03367 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 began 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 393 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 began on July 1, 2016 and is 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 $272,574.17.

July 1, 2016 to June 30, 2017	$ 63,090.00
July 1, 2017 to June 30, 2018	$ 76,774.00
July 1, 2018 to June 30, 2019	$ 90,458.00
July 1, 2019 to November 30, 2019	$ 42,252.17

This Not-to-Exceed price assumes that database changes associated with four 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 (pro-rated for partial fiscal years)

- 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 **Data Download Services** is as follows:

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

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

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

FY16/17

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
First Fiscal Year, Services Grand Total, Not-to-Exceed	**276 Hours**	**$63,090.00**

FY17-18

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
Total Database Change Services – Third Change	58.5 Hours	$13,684.00
First Fiscal Year, Services Grand Total, Not-to-Exceed	**334.5 Hours**	**$76,774.00**

FY 18/19

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
Total Database Change Services – Third Change	58.5 Hours	$13,684.00
Total Database Change Services – Fourth Change	58.5 Hours	$13,684.00
First Fiscal Year, Services Grand Total, Not-to-Exceed	**393 Hours**	**$90,458.00**

FY19/20

Total Data Download Services	66.25 Hours	$14,884.17
Total Database Change Services – First Change	58.5 Hours	$13,684.00
Total Database Change Services – Second Change	58.5 Hours	$13,684.00
First Fiscal Year, Services Grand Total, Not-to-Exceed	**183.25 hours**	**$42,252.17**

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	
(signature)	11/19/19	_(signature)_	10-23-19
Kevin Jeffries	Date	John McCready	Date
Chair of the Board		CWS/CMS Project Executive	
		IBM	

FORM APPROVED COUNTY COUNSEL
BY: _(signature)_   11/4/19
SUSANNA N. OH   DATE

ATTEST:
KECIA R. HARPER, Clerk
By _(signature)_
DEPUTY