

RESOLUTION NO. .

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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**RESOLUTION AUTHORIZING A WAIVER OF THE REQUEST FOR PROPOSALS
PROCESS AND EXECUTION OF AN AGREEMENT WITH INFORMATION
BUILDERS, INC. TO PROVIDE PROPRIETARY SOFTWARE MAINTENANCE
AND TECHNICAL SUPPORT FOR THE TERM OF APRIL 1, 2019 THROUGH
MARCH 31, 2022, IN AN AMOUNT NOT TO EXCEED \$1,060,154**

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, in 2004 the Human Services (HSA) Agency installed a business intelligence (BI) system to provide its Economic Self-Sufficiency (ESS) branch, and in 2015 HSA began making enhancements to the business intelligence system to include the development of a BI portal/dashboard for the Employment Services, Collaborative Community Outcomes, and Financial Services branches; and

WHEREAS, HSA's business intelligence system provides an analytic tool and reporting system that allows immediate access to caseload information to make informed decisions about key performance measures and improve HSA business operations; and

WHEREAS, on November 3, 2015, after obtaining approval from your Board by resolution number 074171, HSA entered into an agreement with IBI for an amount not to exceed \$2,388,283 for the term of November 6, 2015 to October 31, 2018 to purchase software licenses, technical support, and maintenance for the iWay and WebFocus applications; and

WHEREAS, these applications are necessary to the administration of HSA's BI system, because they are used to extract data from multiple data sources, such as CalWIN, QMatic and Compass, and the data is then integrated into the BI dashboards; and

WHEREAS, HSA would like to enter into a new three (3) year agreement with IBI to continue receiving technical support, and software maintenance services for the iWay and WebFocus software applications to ensure the application is running in optimal condition; and

WHEREAS, preventative and routine application maintenance is necessary to ensuring the accuracy of the data extraction and integration into the BI system; and

WHEREAS, the iWay and WebFocus software applications, maintenance, and technical support are proprietary to, and are solely provided by, IBI; and

WHEREAS, HSA is recommending the Board waive the Request for Proposals process as IBI is the only vendor available to provide software maintenance and support for these applications; and

WHEREAS, there has been presented to this Board of Supervisors for its consideration and acceptance an agreement, reference to which is hereby made for further particulars, whereby IBI will provide maintenance and technical support for an amount not to exceed \$1,060,154, for the term of April 1, 2019 to March 31, 2022.

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of this Board of Supervisors be and is hereby authorized and directed to waive the County's requirement for Request for Proposals and execute said agreement

for an on behalf of the County of San Mateo, and the Clerk of this Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Director of the Human Services Agency or designee is authorized to execute contract Amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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