



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: May 30, 2012
Board Meeting Date: June 26, 2012
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jean S. Fraser, Chief, Health System
Lisa Mancini, Director, Aging and Adult Services
Subject: Agreement with Panoramic Software, Inc.

RECOMMENDATION:

Adopt a Resolution authorizing the:

- A)** President of the Board to execute an Agreement with Panoramic Software, Inc., for provision and maintenance of software applications that serve the statutorily mandated accounting requirements of both the Public Guardian and Public Administrator programs in the amount of \$153,000 for the term of July 1, 2012 through June 30, 2013; and
B) Chief of the Health System or designee to execute contract amendments which modify the funding amount by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

BACKGROUND:

The Aging and Adult Services (AAS) Public Guardian (PG) program serves frail elderly, physically disabled and mentally disabled residents who are substantially unable to provide for their own personal needs and/or are unable to manage their financial resources. The PG, acting under the authority and direction of the Superior Court, may be appointed for the person, for the estate, or for both. The general duties of a Conservator of the person include arranging for the person's care and protection. The general duties of a Conservator of the estate include managing the person's finances, marshalling and protecting assets, collecting all income due to the person, paying all just debts, making investments as appropriate, preparing and filing taxes and representing or arranging representation in all legal matters.

The Public Administrator (PA) program serves the public by investigating and administering the estates of persons who die without a will or without an appropriate person willing to act as administrator. The PA's primary duties are to protect the decedent's property from waste, loss or theft; make appropriate burial arrangements; conduct thorough investigations to discover all assets; liquidate assets at public sale or distribute assets to heirs; pay the decedent's bills and taxes; and locate persons entitled

to inherit from the estate and ensure that these heirs receive the inheritance. The PA also acts under the authority of the Superior Court.

In 2012 AAS conducted a Request for Proposals (RFP) for a trust accounting system for the term 2012-2015. Two proposals were submitted. Each proposer was given the opportunity to conduct a demonstration of their product. Panoramic Software, Incorporated's proposal was recommended by the evaluation committee.

DISCUSSION:

Currently the PG and PA work with two accounting programs, CompuTrust Software Corporation and Panoramic Software, Inc. Having separate systems makes for inefficiencies, double entries and unnecessary duplication of efforts. Approval of this Agreement with Panoramic Software, Inc., allows for the PG and PA to work with one accounting software.

The Agreement and Resolution have been reviewed and approved by County Counsel. The Contractor meets insurance certification requirements. The Contractor has assured compliance with contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, non-discrimination and equal benefits. Modifications to the hold harmless clause have been reviewed and approved by County Counsel and Risk Management.

This Agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing AAS the tools to meet the complex estate and conservatorship accounting and legal requirement needs to manage conservatees' and decedents' assets. It is anticipated that 99% of PG cases will have no fiduciary claims filed against AAS and only 10% of total accountings will be continued by the request of the PG.

PERFORMANCE MEASURE(S):

Measure	FY 2011-12 Estimated	FY 2012-13 Projected
Percent of cases managed by the Public Guardian in which no fiduciary claims were filed against the Aging and Adult Services Division	99%	99%
Number and percent of total accountings filed requiring Public Guardian to request a continuance from the court	60 / 10%	60 / 10%

FISCAL IMPACT:

The term of this Agreement is July 1, 2012 through June 30, 2013. The maximum fiscal obligation is \$153,000. The payment provisions have changed due to one-time-costs for service transition and data conversion. The monthly payment structure for maintenance of the application remains the same as the prior year contract. Services are increased for the building of the enhanced database and the conversion of data. These funds have been included in the AAS FY 2012-13 Recommended Budget. Fees generated by the PA and PG will pay for the cost of the application. There is no Net County Cost associated with this Agreement.

REQUEST FOR PROPOSAL PROCESS MATRIX

1.	General description of RFP	A web-based Trust Accounting System to meet the accounting, reporting, asset management and distribution needs of the PG and PA Programs, as required by the Superior Court.
2.	List key evaluation criteria	Creativity, quality of proposed web-based applications, exhibit expertise in trust accounting applications.
3.	Where advertised	Countywide Newspaper Group
4.	In addition to any advertisement, list others to whom the RFP announcement was sent	Computrust Software, Corporation Panoramic Software, Incorporated
5.	Total number of RFP's sent to prospective proposers	Unknown, RFP posted on County website
6.	Number of proposals received	2
7.	Who evaluated the proposals	Katherine Howard, Aging and Adult Services Jeffery Krup, Aging and Adult Services Heather Ledesma, Aging and Adult Services Stormy Maddux, Information Services Dept. Rod Parnala, Aging and Adult Services Praveen Singh, Information Services Dept. Will Whitlock, Aging and Adult Services Victoria Wright, Aging and Adult Services
8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	ComupTrust Software, Corporation, Morgan Hill, CA Panoramic Software, Incorporated, Greenbrae, CA