



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Controller



Date: January 15, 2015
Board Meeting Date: February 24, 2015
Special Notice / Hearing: None
Vote Required: 4/5ths

To: Honorable Board of Supervisors

From: Juan Raigoza, Controller

Subject: Agreement with PCMG, Inc.

RECOMMENDATION:

Adopt a resolution:

- A) Authorizing an agreement with PCMG, Inc. to provide IBM iSeries hosting services for the term of April 1, 2015 through June 30, 2018, in an amount not to exceed \$758,256; and
- B) Approve an appropriation transfer request in the amount of \$208,962 from Non-Departmental Reserves to the Controller's Office for services and supplies and ISD automation services.

BACKGROUND:

The County of San Mateo uses a suite of three IBM iSeries (AS/400) computers to support the Property Tax System for the Tax Collector and Controller's Office and payment processing for the San Mateo Medical Center and Revenue Services. These machines are maintained in the County datacenter and are reaching their end-of-life status. Under the current environment there is no secondary backup facility from which to conduct business in the event of a disaster.

Current developments in cloud delivered services and replication technology suggests that the County's property tax system and related payment processes are best supported in a vendor hosted environment with a secondary back up facility in the event of a disaster. The Controller's Office, Tax Collector's Office, and ISD worked collaboratively and issued a Request for Proposals (RFP) #1284 on October 4, 2013 for IBM iSeries hosting services.

DISCUSSION:

Out of ten potential vendors contacted, two proposals were received in response to the RFP. Based on the evaluation of proposals, PCMG Inc.'s (PCMG) services provide the

best overall value to the County (the RFP Matrix is attached as Attachment A). PCMG's services include:

- 1) Transfer of the existing property tax application software and databases from the County servers to a PCMG server in a virtual environment.
- 2) Establishing a secured connection to the County network and providing ongoing 24/7/365 hardware and system software support.
- 3) Replication of software and data from the primary datacenter to a secondary server at a different location. In the event of a disaster, PCMG will switch the County's connections from the primary to the secondary location to provide continuity of business.

PCMG has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including, but not limited to, insurance, non-discrimination and equal benefits. PCMG meets insurance certification requirements.

County Counsel has reviewed and approved the agreement and Resolution as to form. Risk Management has also reviewed and approved the agreement. ISD has reviewed and approved PCMG's compliance with County IT standards.

In addition to the adoption of the resolution and approval of the appropriation transfer request (ATR), the Controller's office requests the Board give authority to the Controller or his/her designee to execute subsequent amendments to the Agreement which do not exceed an aggregate of \$25,000.

Approval of this agreement contributes to the Shared Vision 2025 for a Collaborative Community by providing services that benefit other County departments such as the Treasurer-Tax Collector-Revenue Services and San Mateo Medical Center.

It is anticipated that 95% of major tax apportionments will be completed by the installment due date and 90% of customer survey respondents will rate property tax services good or better.

PERFORMANCE MEASURE(S):

Measure	FY 2013-14 Actual	FY 2015-16 Projected
Complete major tax apportionments by installment due date	100%	95%
Percent of customer survey respondents rating property tax services good or excellent	100%	90%

FISCAL IMPACT:

The total cost for the project is \$963,006; \$758,256 for the contract and \$204,750 for Services and Supplies and ISD Services.

An ATR in the amount of \$208,962 for FY 2014-15 from Non-Departmental Reserves to the Controller's Office will cover the costs for the services agreement, supplies, and ISD services. The remaining contract amount of \$690,264 and ongoing ISD support services will be appropriated in the Controller's department budget for FY 2015-16 through 2017-18.

Attachment A

Request for Proposals – Matrix

1	Where was the RFP advertised?	RFP was published on http://controller.smcgov.org/ and http://isd.smcgov.org/requests-proposals
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	<ul style="list-style-type: none">• Dell, Inc.• Syntax• Connectria• MindSHIFT Technologies• Synergistic Online Solutions,• Abacus Solutions,• PCMG,• First National Technology Solutions,• Symmetry,• Clear Technologies Inc.,• E-Safe Technologies, LLC All were informed about RFP via email.
3	State the total number of RFP's sent to prospective proposers:	None. Potential proposers were provided a link to and asked to download RFP file from County's website.
4	How many proposals did you receive?	Two
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	<p>First National Technology Solutions 1620 Dodge St., Stop Code 1161 Omaha, NE 68197</p> <p>PCM 5080 Old Ellis Pointe Roswell, GA 30076</p>