



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: September 30, 2015

Board Meeting Date: November 17, 2015

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director Information Services Department
John Keene, Chief Probation Officer

Subject: Amendment with Capita Technologies, Inc. for the Probation Information Management System

RECOMMENDATION:

Adopt a Resolution authorizing an amendment with Capita Technologies, Inc. for professional services for additional customizations, interfaces, and migrations for configuration enhancements to the Probation Information Management System (PIMS), extending the term through June 30, 2017, and increasing the agreement amount by \$1,680,940 for a not to exceed amount of \$3,334,851.

BACKGROUND:

The information systems used in the Probation Department's Adult and Juvenile Supervision, Juvenile Detention (the Youth Services Center and Camps), and Juvenile Traffic units are out of date and are no longer useful to the Probation Department. They do not provide the needed features to manage the "re-alignment population," individuals convicted of non-serious, non-violent, and non-sexual crimes who are redirected from state prison to county jails and from state parole to county probation, and are in need of replacement. The software provided by Capita Technologies will transition Probation to a modern case management system and consolidate the business functions onto a single software platform. This upgrade will enable Probation to better manage caseloads, be more consistent with evidence-based practices, enhance its ability for information sharing with its justice partners and make it better prepared to provide supervision to the "re-alignment population."

On May 14, 2012, the Information Services Department (ISD), with the assistance of the Probation Department, issued RFP #ISD1820. Ten vendors submitted responses to the County. After a thorough review, Capita Technologies, Inc. was selected as the recommended vendor. On August 6, 2013, an agreement was executed with Capita Technologies for professional services for the configuration, setup, data migration,

integration, and training of the probation management system. On July 24, 2014, Amendment #1 was executed to revise the milestones and payment plan schedule in Exhibit B. On August 27, 2015, Amendment #2 was executed to include Work Packages milestones for further required configuration enhancements to the Probation Information Management System.

DISCUSSION:

After considerable analysis of the Probation Department's desired future business requirements and the current Capita Case product, the Probation Department has identified gaps between the two that need to be addressed in order to maximize the utility of the Capita Case software. These gaps have been documented, and Capita has estimated the work requirements and costs for the enhancement deliverables targeted to address the gaps.

With the Board's support, Capita Technologies, Inc. will provide additional software and implementation services that will enable the Probation Department to go-live by September 2016. The scope of work includes:

1. Modification of existing Capita Case functions and the development of new Capita Case functions.
2. Development of additional interfaces between Capita Case and other internal and external systems.
3. Additional data migration support hours for migrating documents and for mapping, extracting, cleansing, and other related activities.

In addition to the items above, further analysis is underway related to operational and analytical reporting. ISD anticipates to bring these changes before the Board at a future date.

A 3-year waiver request was submitted and approved by the County's Contract Compliance Committee so that Capita may continue providing services beyond the County's 3-year contract term limit.

ISD requests that the Board authorize the CIO/Director of Information Services Department or his designee to execute contract amendments, in conjunction with the approval from the Chief Probation Officer, which modify the County's maximum fiscal obligation 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, and to authorize the County Purchasing Agent to issue purchase orders for continued annual support and maintenance services to be invoiced separately and not subject to the agreement's not to exceed amount.

The Probation Department and County Counsel has reviewed and approved the Resolution and Amendment as to form.

This Amendment contributes to the 2025 Shared Vision of a Collaborative Community by enabling the Probation Department to accurately respond in a timely and systematic manner to inquiries from Criminal Justice partners, and other local and regional Law Enforcement Agencies.

PERFORMANCE MEASURE(S):

Measure	FY 2014-15 Actual	FY 2015-16 Projected	FY 2016-17 Projected
To provide accurate information to inquiries from Criminal Justice Partners and other Local and regional Law Enforcement Agent*	45%	60%	85%
To provide information inquiries from Criminal Justice Partners and other Local and regional Law Enforcement Agent in a timely manner*	45%	60%	85%
Percentage of ISD medium and large projects completed "On-time and On-Budget with a customer rating of good or better.	85%	85%	90%

***Note:** Current Probation legacy applications are extremely limited in reporting capability and cannot be modified to increase and enhance data collection processes. Furthermore, lacking source code to major systems and extracting data for reporting is extremely cumbersome, if at all possible, and requires assistance of ISD staff. The 45% measurement for FY 2014-15 represents these limits in specific reference to utilizing Probation's current legacy systems. In knowing this, Probation has implemented several manual data collection processes, namely Excel spreadsheets, to ensure higher standards of reporting needs are being met at this time. Probation will continue to make calculated investments in legacy applications and manual processes and resources over the current fiscal year to continue addressing reporting needs from Criminal Justice Partners and other Local and regional Law Enforcement Agencies.

It is with the implementation of the new case management system, now projected to go live in FY 2016-2017 that the collection and reporting of accurate data in a timely manner will improve significantly. As evidenced in several recent implementations throughout the Criminal Justice community, such improvements do not always come to fruition immediately after go-live. Pursuit of 85%, or higher, accuracy and timeliness will be achieved through Probation efforts that extend beyond the go-live date.

FISCAL IMPACT:

The new total not to exceed amount of the Agreement, including this \$1,680,940.27 Amendment is \$3,334,851.00. Funding for this Agreement is included in Probation Department's IT Budget with the Information Services Department for FY 2015-16 and will be included in future budgets.