



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: February 9, 2015
Board Meeting Date: March 17, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department

Subject: Issuance of Purchase Orders to Workfront, Inc. (formerly AtTask, Inc.)

RECOMMENDATION:

Adopt a resolution authorizing the County Purchasing Agent to issue purchase orders to Workfront, Inc., formerly AtTask, Inc., to provide proprietary software licenses, support maintenance, and training for the term of March 30, 2015 through March 29, 2016, with a total combined fiscal obligation between all purchase orders not to exceed \$160,000.

BACKGROUND:

Since Fiscal Year 2013-14, Workfront has provided project management software that the Information Services Department (ISD) has used to improve service delivery and collaboration for technology projects for the County. In addition, Workfront is also used by ISD to manage technical resources needed for projects and optimize the utilization of technical resources across projects and operations work. Since Fiscal Year 2014-15 ISD has given County departments the option to use Workfront project management software licenses to review reports and manage their IT projects and programs. In response, Workfront has been competitive with their pricing and offerings.

DISCUSSION:

Workfront is a sole sourced vendor providing licenses to their proprietary enterprise project management software that meets a variety of criteria to help support the ISD Project Management Office (PMO). Workfront is one of the leading providers for project management services in the Software as a Service (SaaS) category.

While many alternative sources of project management software are now available, many of these applications depend on additional infrastructure development, or have other shortcomings which can only be overcome with custom software development that has been known to add additional costs, effort, and time for implementation and on-going maintenance of each application.

Some of the key features that ISD is seeking including true multi-tenancy, encryption-at-rest, robust failover with 99.9% uptime, multi-user sandbox environments, team-collaboration interfaces, reporting and tool configuration without need for developer licenses and cross-functional resource forecasting functions, are not currently available through any single out-of-the-box PMO application. This comprehensive functionality can only be sourced from Workfront, therefore, ISD requests a waiver of the Request for Proposals (RFP) process.

County Counsel has reviewed and approved the Resolution to form.

Approval of this Resolution contributes to the 2025 Shared Vision of a Collaborative Community. Managing the PMO through a central, cloud based, and collaborative application will improve service delivery and collaboration for technology projects in the County and help ISD move closer to its goal of a collaborative community. Using Workfront will also help the PMO achieve more transparency regarding project issues, tasks and deliverables. This will aid achievement of ISD's service goal of completing projects on time and on budget, with a customer satisfaction rating of good or better.

PERFORMANCE MEASURE(S):

Measure	FY 2014-15 (Estimated)	FY 2015-16 (Projected)
Complete projects on time and on budget	72%	78%
Customer satisfaction rating of good or better on Projects.	72%	78%

FISCAL IMPACT:

The term of this purchase authorization is from March 30, 2015, through March 29, 2016, with a total combined fiscal obligation not to exceed \$160,000. Funds are included in departmental budgets for the current fiscal year and will be included in future year's budget requests.