



County of San Mateo

Inter-Departmental Correspondence

Department: PROBATION

File #: 24-460

Board Meeting Date: 6/11/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John T. Keene, Chief Probation Officer

Subject: Agreement with Journal Technologies, Inc. to provide case management software licensing, maintenance, support and hosting to the San Mateo County Probation Department.

RECOMMENDATION:

Adopt a resolution waiving the Request for Proposals (RFP) process and authorizing the President of the Board to execute a Software License, Maintenance, Support and Hosting Agreement with Journal Technologies, Inc., in an estimated annual advance payment amount of \$406,950.42 (with annual CPI adjustments), for a period effective retroactively as of December 1, 2023 through November 30, 2028, in a total amount not to exceed \$2,500,000.

BACKGROUND:

On December 10, 2019, the Board approved a waiver of competitive procurement and authorized a previous agreement with Journal Technologies, Inc. ("the Prior Agreement") to: 1) develop and implement case management software for the Probation Department's Pretrial Services Unit and Juvenile Traffic Unit; and 2) provide case management software licensing, maintenance, support and hosting during the implementation period.

On April 20, 2021, the Board approved an amendment to the Prior Agreement to develop and implement case management software for Probation's Adult and Juvenile divisions, replacing the Probation Information Management System (PIMS) with a more reliable and adaptable case management system equipped with risk assessment tools, better law enforcement and court system interfaces, and enhanced data reporting capabilities.

On November 15, 2022, the Board approved another amendment to the Prior Agreement to develop and implement juvenile detention facility case management features and functionality within the new case management system.

DISCUSSION:

Probation desires to enter into this Agreement separate from the Prior Agreement to provide for the

ongoing use of the licensed software, which will enable the Prior Agreement to expire according to its terms upon delivery of all software development and implementation services, expected in 2025. Upon the effective date of this Agreement, the portion of the Prior Agreement contemplating Probation’s use of the licensed software shall be superseded by this Agreement, and shall be of no future effect, as shall be set forth in an amendment to the Prior Agreement.

Under this Agreement, the annual fees associated with the use of the software will be based on the number of staff users, with unlimited use licenses for access by other government agencies and authorized portal users. Probation may increase or reduce the number of staff users each year, based on the department’s needs. The fees for the first annual billing cycle (December 2023 through November 2024) will total \$406,950.42, allowing for up to 260 staff users.

Annual License, Maintenance and Support Fees	\$259,954.14
Annual Hosting and Storage Fees	<u>\$146,996.28</u>
Total	\$406,950.42

As is typical with software maintenance and support agreements, ongoing annual payments are due in advance with an annual CPI adjustment applying in future years. This agreement will continue through November 2028, covering five years of licensing, maintenance, support and hosting.

PERFORMANCE MEASURE:

Measure	Annual Target
Percentage of reported maintenance or support issues met with initial response within four (4) hours of first contact.	95%

FISCAL IMPACT:

The term of the agreement is December 1, 2023, through November 30, 2028. The amount of the agreement is not to exceed \$2,500,000. Funding will be covered by County funds included in the FY 2023-24 Adopted Budget and will be included in future proposed budgets.