



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 19-379

Board Meeting Date: 5/14/2019

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Nicole Pollack, Director, Human Services Agency

**Subject:** Agreement with Information Builders, Inc. for software maintenance and technical support

### **RECOMMENDATION:**

Adopt a resolution authorizing a waiver of the Request for Proposals process and execution of an agreement with Information Builders, Inc. to provide proprietary software maintenance and technical support for the term of April 1, 2019 through March 31, 2022, in an amount not to exceed \$1,060,154.

### **BACKGROUND:**

In 2004, the Human Services Agency (HSA) installed a business intelligence system to provide caseload management information to its Economic Self-Sufficiency (ESS) branch. In 2015, HSA began making enhancements to its business intelligence system that included the development of a BI portal/dashboard for the Employment Services, Collaborative Community Outcomes, and Financial Services branches. HSA's business intelligence system provides an analytic tool and reporting system that allows HSA to access caseload management information immediately to make informed decisions about key performance measures and improve business operations.

After obtaining your Boards approval on November 3, 2015, by resolution number 074171, the County entered into an agreement with IBI in an amount not to exceed \$2,388,283 and for the term of November 6, 2015 to October 31, 2018 to purchase licenses for software applications called iWay and WebFocus. In addition, this agreement provided user training, software application maintenance and technical support services. The iWay and WebFocus applications are necessary to the administration of the BI system, because they are used extract data from multiple HSA data sources such as CalWIN, QMatic and Compass, and integrate this data into the HSA business intelligence dashboards.

### **DISCUSSION:**

HSA would like to enter into a new three (3) year agreement with IBI to continue receiving technical support and software maintenance services for the iWay and WebFocus software applications. IBI will provide 24-7 technical support; a dedicated account manager to oversee any system issues; and

ongoing software maintenance that includes upgrades, modifications, and additional features (upon release) to maintain system performance. The licensed applications enable HSA to gain immediate access to accurate program data and present analytical reports that help HSA manage key performance indicators and predict future outcomes to improve business operations.

Preventative and routine application maintenance is necessary to ensuring the accuracy of the data extraction and integration into the BI system. The iWay and WebFocus software applications, maintenance, and technical support are proprietary to, and are solely provided by, IBI. For these reasons, HSA is recommending the Board waive the Request for Proposals process as IBI is the only vendor available to provide software maintenance and support for these applications.

The County’s Information Services Department has reviewed and signed the Special Services Review Form.

The resolution contains the County’s standard provisions allowing amendments of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Counsel as to form.

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by ensuring the data HSA uses to make programmatic decisions impacting San Mateo County residents is accurate and readily accessible. It is anticipated for FY 2018-19 that each request for support will be responded to within one hour of receipt 90% of the time. This measure is anticipated to increase to 93% for FY 2019-20 and 95% of FY 2020-21

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2018-19 Anticipated</b>	<b>FY 2019-20 Projected</b>	<b>FY 2020-21 Projected</b>
% of technical assistance requests that are responded to within one hour.	90%	93%	95%

**FISCAL IMPACT:**

The amount of the agreement is \$1,060,154. Funding for this agreement will be cost applied out to HSA with funding estimated to be 70% state and federal and 30% Net County Cost. Budgetary appropriation for this agreement was included in the FY 2018-19 Adopted Budget and will be included in the FY 2019-20 and FY 2020-21 Recommended Budgets.