



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 22-336

Board Meeting Date: 5/3/2022

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

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreement with Tibco Software, Inc.

**RECOMMENDATION:**

Adopt a resolution waiving the Request for Proposals process and approving execution of an agreement with Tibco Software, Inc., to provide software maintenance and technical support for the term of April 1, 2022 to March 31, 2023, for a total obligation amount not to exceed \$306,498.81.

**BACKGROUND:**

In 2015, the Human Services Agency (HSA) purchased licenses for the iWay and WebFocus software applications from Information Builders, Inc. (IBI). These licenses support HSA's business intelligence system's BI portal/dashboard for all branches within HSA to access information and data on demand. In 2021, IBI was acquired by Tibco Software, Inc. (Tibco).

The licensed applications are used to extract data from multiple HSA sources such as CalWIN, SafeMeasures, Clarity, OFAS Extracts, Workday Extracts, QMatic and Compass, and integrates this data into the HSA business intelligence dashboards. HSA is able to gain immediate access to accurate program data and present analytical reports to help manage key performance indicators, predict future outcomes and improve business operations.

After obtaining Board approval on May 14, 2019, by Resolution No. 076587, the County entered into an agreement with IBI for the term of April 1, 2019 to March 31, 2022 for a total obligation amount not to exceed \$1,060,154 to provide proprietary technical support and maintenance for these applications.

**DISCUSSION:**

HSA is recommending the Board waive the Request for Proposals (RFP) process and execute a new agreement with Tibco for the term of April 1, 2022 to March 31, 2023, for a total obligation amount not to exceed \$306,498.81, to continue providing proprietary software maintenance and technical support for the iWay and WebFocus applications necessary to the administration of HSA's BI system. This preventative and routine application maintenance is necessary to ensuring the accuracy of the

data extraction and integration into the BI system.

Under this new agreement, Tibco will provide support that includes a self-service customer portal, educational webinars, email alerts, email newsletters, upgrades, modifications, and additional features (upon release) to maintain system performance and ensure that the system is running optimally.

Pursuant to the County of San Mateo Administrative Memorandum No. B-1, Section IV. Waiver of Competitive Process, Paragraph C. Non-Emergency - General Exemptions, a competitive solicitation may be waived for proprietary services. The iWay and WebFocus software applications, maintenance, and technical support are proprietary to, and are solely provided by, Tibco. For these reasons, HSA is recommending that the Board waive the Request for Proposals process as Tibco is the only vendor available to provide software maintenance and support for these applications.

The County's Information Services Department has reviewed the agreement 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 the aggregate).

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

It is anticipated for the term of this agreement, that each request for support will be responded to within one hour of receipt 95% of the time.

**PERFORMANCE MEASURE:**

Measure	FY 2021-22 Anticipated	FY 2022-23 Projected
% of technical assistance requests that are responded to within the agreed Service Level.	95%	95%

**FISCAL IMPACT:**

The term of the agreement is April 1, 2022 to March 31, 2023 for a total obligation amount not to exceed \$306,498.81. Funding for this agreement will be cost applied out to HSA with funding estimated to be 85% state and federal and 15% Net County Cost. Budgetary appropriation for this agreement was included in the FY 2021-22 Adopted Budget and the FY 2022-23 Recommended Budget.