



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Information Services Department

DATE: 6/30/2003

MEETING DATE: 7/15/2003

TO: Honorable Board of Supervisors

FROM: ~~Lucas~~ Perry, CIO/Director Information Services *Lucas Perry*

SUBJECT: Execution of an agreement with Peninsula Technologies, Inc., in the amount of \$156,000.

Recommendation

Adopt a resolution:

- 1) Waiving the Request for Proposal Process; and
- 2) Executing an agreement with Peninsula Technologies, Inc., in an amount not to exceed \$156,000.

Background

The Information Services Department is assisting the Human Services Agency with the development of a new call center to provide telephonic support for HSA clients. An integral part of this project is the ability of support personnel to review the records pertaining to a particular client. Imaging technology will provide this capability in an on-line, instantaneous fashion. Imaging technology for records management is closely aligned with Electronic Document Managing Systems (EDMS). While ISD staffing levels are adequate to provide on-going support and maintenance, the workload for the development phase is expected to be beyond current ISD staffing levels. Peninsula Technologies is needed to provide additional support.

In addition to the HSA call center project, we have other committed projects where we intend to utilize this contractor for project planning and programming support; again due to peak workloads that exceed current ISD staffing levels. Two notable examples are the

Judicial Branch Statistical Information System (JBSIS) for the Courts, and an upgrade to the FileNet system used for managing the publication of the Board Agenda.

Discussion

This contractor was hired previously to assist in the development of County EDMS standards as well as the implementation of the FileNet system, and is well qualified to work on the Human Services Agency call center imaging project and the FileNet upgrade project.

This contractor has also previously worked with ISD on the JBSIS project and has proven to have significant technical skills and has demonstrated a high level of productivity.

The hourly rate of \$75 represents a reduction from previous contracts with this contractor. We recommend that the Board waive the Request for Proposal process and retain the services of Peninsula Technologies, Inc. based upon its familiarity with the County of San Mateo systems, significant technical competence, and demonstrated productivity coupled with reduced, competitive prices. We feel it would be in the County's best interest to waive the Request for Proposal process.

The Agreement with Peninsula Technologies, Inc. keeps the commitment of: Responsive, effective and collaborative government and goal number 21: County employees understand, support and integrate County vision and goals into their delivery of service. The Agreement with Peninsula Technologies contributes to these commitments and goals since imaging technology will provide Human Services employees with a solution that allows optimal delivery of their services.

Fiscal Impact

The term of this agreement will be July 15, 2003 through July 14, 2004. The maximum amount payable under this contract will not exceed \$156,000.

There will be no net County cost. The funding for this agreement is included in the ISD budget for fiscal year 2003-2004 and will be cost applied to the appropriate departments through the work authorization process.