

MEMORANDUM
COUNTY OF PLACER
DEPARTMENT OF ADMINISTRATIVE SERVICES

TO: Honorable Board of Supervisors

FROM: Jerry Gamez, Director of Administrative Services
Richard J. Burton, M.D., M.P.H Placer County Health Officer and Director of Health and Human Services

DATE: June 4, 2013

SUBJECT: Award a Sole Source Contract in the Amount of \$167,945 to SourceCode Technology Holdings, Inc., for the Acquisition of K2 BlackPearl Business Process Management Software and Development Services to Support the Human Services Task Management Upgrade Project.

ACTION REQUESTED

- A. Human Services Task Management Upgrade Project:
1. Authorize the Purchasing Manager to reject Request for Proposal #10230 - Task Management System;
 2. Authorize the Purchasing Manager to execute a sole source contract with SourceCode Technology Holdings, Inc., for the acquisition of K2 BlackPearl BPM software and development services to support the Health & Human Services Task Management Upgrade Project, in the amount of \$167,945, funded by Federal and State revenues with no net county cost, and upon review by County Counsel and Risk Management.

BACKGROUND

In August 2011, the Human Services Division implemented a customized task management solution developed by Solano County to effectively migrate from a case management service delivery model to a task based service center solution. The service center solution dramatically enhanced the delivery of public assistance services to Placer County residents and is comprised of a state of the art call center, a document imaging system, online application services, enhanced lobby management tools, and task management application.

On average with the current task management solution 50,000 client case tasks are being completed successfully per month. These tasks include changes to family composition, annual renewal, and address changes. However, the current task management solution is unable to support additional requirements including complex business processes, automated business rules, and the ability to produce reporting metrics to meet State of California "Covered California" initiatives.

To meet the upcoming requirements of the "Covered California" initiatives, the Procurement Division in collaboration with the Information Technology and the Human Services Divisions released a Request for Proposals (RFP) to acquire a more robust and extensible Business Process Management (BPM) solution. The Procurement Division received one response to this request and based on the initial analysis of the proposal, staff determined that the requirements stated in the RFP had not been met.

After a thorough review of the proposal received, the Information Technology and the Human Services Divisions, with the concurrence of the Procurement Division elected to proceed with

negotiations outside of the formal RFP process. This is in compliance with Purchasing Policy Section 1.3(i). The Information Technology Division solicited proposals from two software development firms, AgilePoint, Inc. and SourceCode Technology Holdings, Inc. Both firms were requested to develop and provide a working prototype of their proposed solution. Staff has determined that SourceCode Technology Holdings' Business Process Management (BPM) solution offers the most competitive proposal and best meets the County's needs and requirements. Their proposal totals \$167,945 and is comprised of \$143,625 in software, licensing and one-year support, \$14,000 for staff training and \$10,320 in installation services. The on-going annual licensing maintenance and support costs are estimated at \$23,625. In accordance with Purchasing Policy Manual 1.3(i), information technology software, services and maintenance are exempt from the normal competitive bid process.

Business Process Management technologies are an essential tool necessary to meet the upcoming demands of "Covered California" initiatives. Therefore, in order to proceed with the award of a sole source contract to SourceCode Technology Holdings, Inc., in the amount of \$167,945 for the acquisition of K2 BlackPearl BPM software and development services to support the Health & Human Services Task Management Upgrade Project, your Board's approval authorizing the Purchasing Manager to reject Request for Proposal #10230 and execute the related procurement documents is required.

FISCAL IMPACT:

This contract totaling \$167,945 which includes, software, licensing, development services, training and annual maintenance costs is included in the Department of Health and Human Services FY 2012-13 Final Budget and the 2013-14 Proposed Budget. It is funded exclusively with Federal and State funds; no County General Funds are required.

Cc: Cheryl S. Davis, M.S. Director of Human Services
Kathy Buchanan, Deputy Director of Information Technology
James Importante, Management Analyst II
Bryan Hacker, Senior Management Analyst
Melissa Nunnink, Administrative & Fiscal Operations Manager
Brett Wood, Purchasing Manager
Mike Spak, Information Technology Manager

Attachment

FISCAL IMPACT STATEMENT

TO: Honorable Board of Supervisors

FROM: Brian Rupprecht

DATE: June 6, 2013

SUBJECT: Award a Sole Source Contract in the Amount of \$167,945 to SourceCode Technology Holdings, Inc., for the Acquisition of K2 BlackPearl Business Process Management Software and Development Services to Support the Human Services Task Management Upgrade Project.

This contract totaling \$167,945 which includes, software, licensing, development services, training and annual maintenance is included in the Department of Health and Human Services FY 2012-13 Final Budget and the 2013-14 Proposed Budget. It is funded exclusively with Federal and State funds; no County General Funds are required.

