

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

August 19, 2025

FROM

ENSEN MASON, Auditor-Controller/Treasurer/Tax Collector

SUBJECT

Amendment to Agreement with RT Lawrence Corporation for Scanner Maintenance and Support

RECOMMENDATION(S)

Approve **Amendment No. 1 to Agreement No. 24-773** with RT Lawrence Corporation for maintenance and support of the Tax Collector's critical remittance processing scanners, increasing the contract amount by \$498,600, from \$821,127 to \$1,319,727, and extending the term by four years for a total contract period of August 20, 2024, through August 19, 2029. (Presenter: Ensen Mason, Auditor-Controller/Treasurer/Tax Collector, 382-7000)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Operate in a Fiscally-Responsible and Business-Like Manner.

FINANCIAL IMPACT

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). Sufficient appropriation has been included in the Auditor-Controller/Treasurer/Tax Collector's 2025-26 budget and will be included in future recommended budgets.

The original contract amount of \$821,127 included two scanners for \$720,704, an implementation cost of \$10,500, a software cost of \$14,000, and a one-year maintenance cost of \$75,923. The increase of \$498,600 includes a software upgrade cost of \$8,500; a one-time cost of \$78,562 for shipping, handling, insurance, and taxes that was not included in the original contract; and four years of maintenance and support for \$411,538.

BACKGROUND INFORMATION

On August 20, 2024 (Item No. 27), as the result of Request for Proposal (RFP) No. ACT123-ACTT-4812, the Board of Supervisors approved Agreement No. 24-773 (the Agreement) with RT Lawrence Corporation (RTL) for hardware, software, and implementation services to replace the Tax Collector's critical remittance processing scanners, in addition to maintenance and support for the one-year period of August 20, 2024, through August 19, 2025, in a total amount not to exceed \$821,127.

The initial one-year contract term was a strategic decision based on several factors. With RTL being an existing remittance software vendor for the County and serving as an authorized reseller of the IBML scanners, the one-year term allowed the County to focus negotiations on timely hardware procurement and implementation while minimizing initial maintenance and

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support costs during the implementation phase. This shorter-term agreement provided flexibility during the critical implementation period, particularly given the concurrent Property Tax Legacy Systems Replacement project and the critical integration requirements between the remittance process and tax collection system. This approach allowed the County to assess actual support needs and system performance before committing to a longer-term maintenance agreement.

Now that implementation is in its final phase, the County has gained valuable insight into specific support requirements and enhancement needs for the coming years, enabling more informed long-term planning. The amendment also allows the County to streamline all services and support from RTL—including RTL's proprietary remittance software support, IBML hardware and software support, and the integration support connecting these two systems—into a single comprehensive maintenance support contract, improving administrative efficiency and vendor management.

The recommended amendment will add specific costs that were not included in the original Agreement and extend the maintenance term for an additional four years through August 19, 2029. The amendment includes: (1) a software upgrade costing \$8,500 that incorporates artificial intelligence capabilities, which the County has elected to implement to enhance scanner functionality, reduce errors, and minimize manual processing; (2) shipping, handling, and tax expenses totaling \$78,562 (\$15,500 for shipping/handling and \$63,062 for applicable taxes on the scanners), which were indicated as "To Be Determined" in RTL's original cost proposal pending actual shipment details—these costs have now been finalized following the delivery of the IBML scanners on October 10, 2024, with RTL having paid these charges that require reimbursement; and (3) four years of maintenance and support totaling \$411,538.

This extended support ensures continued operation of the newly procured IBML scanners and mitigates risks associated with the now-obsolete NCR scanners, which have reached end of life and are no longer supported by the manufacturer. The projection for an extended maintenance term was noted in the original Agreement and is now clearly identified in the amendment. This approach ensures continuity of support for these mission-critical systems while maintaining fiscal responsibility through a structured, predictable cost schedule.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Kristina Robb, Deputy Counsel, 387-5455) on July 24, 2025; Purchasing (Jessica Barajas, Supervising Buyer, 387-2065) on July 23, 2025; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on July 29, 2025.

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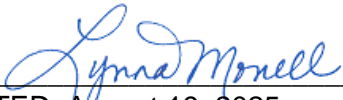
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: August 19, 2025



cc: ATC - Younger w/agree
Contractor - c/o ATC w/agree
File - w/agree

CCM 08/20/2025