

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

September 15, 2020

FROM

BOB DUTTON, Assessor-Recorder-County Clerk

SUBJECT

Contract with Array Information Technology, Inc. to provide System Integration Services for the Assessor's Information Management System Project

RECOMMENDATION(S)

1. Approve a **Contract No. 20-876** with Array Information Technology, Inc. to provide system integration services for the Assessor's Property Information Management System Modernization Project in an amount not to exceed \$24,515,030 beginning September 15, 2020 through June 30, 2025.
2. Authorize the Auditor-Controller/Treasurer/Tax Collector to post the necessary budget adjustments to the 2020-21 Budget, as identified in the Financial Impact Section, to establish budget authority for the costs associated with the Assessor's Property Information Management System Modernization Project. (Four Votes Required).
(Presenter: Bob Dutton, Assessor-Recorder-County Clerk, 382-3207)

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 result in the use of additional Discretionary General Funding (Net County Cost). The estimated total cost of the 5-year contract with Array Information Technology, Inc. (Array) is not to exceed \$24,515,030 (Contract - \$22,925,106; Contingency - \$1,589,924).

The estimated implementation cost for the Assessor's Information Management System (AIMS) project is \$30.0 million. Implementation costs are to be funded from the New Property Information Management System (PIMS) Replacement Reserve over a five-year period including three years of development and implementation plus two years of post go-live support. Established in 2019-20, the Reserve will be fully funded in 2021-22 after a scheduled \$12.5 million contribution. The department is requesting the use of reserve set aside in the New PIMS Replacement Reserve in the amount of \$8,964,423 to fund Year 1 of the Array contract.

The following table reflects the total estimated project costs of which this contract constitutes a significant portion. Additional costs for the project will include Information Services Department (ISD) charges, backfilling costs for staff, Cloud service, Wide Area Network (WAN) link, enterprise printing, third party licensing, and temporary employees. Budget adjustments to access the reserve funds for the second through fifth years will be included in future budget

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reports presented to the Board for approval. Contract costs and ongoing support are detailed in the table below.

Property Information Management System	2020-21	2021-22	2022-23	2023-24	2024-25	Ongoing Support
Development and Implementation	\$8,964,423	\$8,636,860	\$4,404,416	\$654,215	\$265,192	
Contingency	\$425,000	\$750,000	\$414,924			
Operation Support						\$3,293,948
Total	\$9,389,423	\$9,386,860	\$4,819,340	\$654,215	\$265,192	\$3,293,948

The ongoing amount shown of \$3.3 million represents a \$2.2 million-dollar reduction from the support cost needed for the Legacy system. The Assessor currently does not project a need for additional ongoing funding and anticipates realizing the full \$2.2 million dollar savings by fiscal year 2023-24.

Recommendation No. 2 would authorize the Auditor-Controller/Treasurer/Tax Collector to make the necessary budget adjustments to transfer \$8,964,423 from the New PIMS Replacement Reserve. Contingences are not included in transfer, but will be included in future recommended Department budget reports presented to the Board for approval. The requested transfers are as follows:

Cost Center	Commitment Item	Description	Action	Amount
	37008751	New PIMS Replacement System Reserve	Decrease	(\$8,964,423)
1161161000	55305030	Operating Transfers Out	Increase	\$8,964,423
3119992756	40909975	Operating Transfers In	Increase	\$8,964,423
3119992756	52002445	Professional Services	Increase	\$8,964,423

BACKGROUND INFORMATION

The Assessor's Office is responsible for locating, describing, and identifying ownership of all property within the County; establishing a taxable value for all properties subject to taxation; applying all legal exemptions; and publishing annual and supplemental assessment rolls. The Assessor-Recorder-County Clerk (ARC) is the main data source for countless internal and external public agencies, property owners, and business entities for public records. The current information technology system (PIMS) used to do this work is more than 20 years old and while it is currently working, the language in which the code is written is no longer being taught and the user interface is no longer supported. Newer technologies are available that will allow the Assessor's Office to be more efficient in performing its mandated responsibilities.

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The recommended action will upgrade and modernize an outdated legacy application system. The benefits of modernizing a legacy application system is overall reduced costs, improved flexibility, and increased collaboration between internal and external agencies and other data users. Further importance of modernization is to maintain the consistency and protection of data throughout ARC systems. The new system will be called the Assessor's Information Management System (AIMS).

ARC has developed a Business Development team for the implementation of the project. ARC Administration and Information Technology (IT) staff will lead the implementation effort as the main point of contact with Array IT. Additionally, County Administrative Office (CAO) Finance and ISD will support the project. A consulting firm, Gartner, Inc., assisted ARC with strategy development, a readiness assessment, and preparation of a Request for Proposal (RFP) for the PIMS modernization project. In conjunction with Gartner's recommendation and consultation with the County's Purchasing Department, ARC chose to pursue a Systems Integrator (SI) to oversee the project's implementation. A SI will work closely with ARC to drive the strategy of bringing multiple systems [content management, database management, Geographic Information System (GIS), Standard Data Record (eSDR/SDR), new development] together into a single harmonious and interoperable system. The SI will work with ARC to establish the project plan, platform design, implementation schedules, success criteria, budget control, and overall management of the project.

Approval of this action will allow ARC to improve County government operations and operate in a fiscally-responsible and business-like manner.

PROCUREMENT

The County Administrative Office and Purchasing Department approved the release of a Request for Proposal (RFP) No. ARC120-ASSR-3684 for PIMS modernization on January 10, 2020. The Assessor division of ARC received proposals from three interested vendors as follows:

Vendor	Location
Array Information Technologies, Inc.	Greenbelt, MD
M Corp	Sacramento, CA
Publicis Sapient	Boston, MA

An evaluation team consisting of staff from ARC and the County's Information Services Department (ISD) evaluated the proposals based on qualifications, experience, technical ability, proposed work plan, and references. The evaluation teams recommended Array Information Technology, Inc. for a contract to provide all services based on the proposals. The agencies not recommended for contract award were notified by e-mail on April 29, 2020. No protests were received.

County Policy No. 11-04 requires departments to obtain Board of Supervisors approval for the procurement of services over \$200,000 annually.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Kristina Robb, Deputy County Counsel, 387-5455) on July 24, 2020; Purchasing (Bruce Cole, Supervising Buyer, 387-2148) on July 24, 2020; Risk Management (LeAnna Williams, Director of Risk Management, 386-8623) on July

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28, 2020; Finance (Carl Lofton, Finance Analyst, 387-5404) on September 4, 2020; and County Finance and Administration (Robert Saldana, Deputy Executive Officer, 387-4342) on September 4, 2020.


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Record of Action of the Board of Supervisors
County of San Bernardino

APPROVED (CONSENT CALENDAR)

Moved: Josie Gonzales Seconded: Janice Rutherford
Ayes: Janice Rutherford, Dawn Rowe, Curt Hagman, Josie Gonzales
Absent: Robert A. Lovingood

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: September 15, 2020



cc: ARC - Effiom w/agree
 Contractor - C/O ARC w/agree
 File - w/agree

CCM 09/17/2020