

18475

DATE: April 14, 2011

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne, Chief Information Officer

RE: AUTHORIZATION TO ENTER INTO AN AGREEMENT (IT-1187) WITH ATRIA CONSULTING LLC FOR THE PROVISION OF PROFESSIONAL CONSULTING SERVICES FOR A ONE-YEAR PERIOD COMMENCING ON APRIL 1, 2011 AND TERMINATING ON MARCH 31, 2012 FOR A TOTAL NOT-TO-EXCEED CONTRACT AMOUNT OF \$857,500

BACKGROUND:

- The Department of Information Technology (DoIT) continues to require consultants to augment its staff. For these services and others, on February 22, 2011, a Request for Proposals (RFP) for Information Technology Professionals consultant services was issued by DoIT and posted on the County's web site. The RFP requested proposals from qualified individuals and companies to perform IT services in one hundred eleven different service areas and stipulated the intent of the RFP was to seek out and select individuals or companies who will provide the highest quality service at a reasonable per-hour rate. Additionally, the County expects that a number of individuals and/or companies will be selected to provide services based upon proven experience. The RFP contained 111 skill sets, each with a rate for three levels of experience.
- There were fifty-five respondents to the RFP, which were due on March 17, 2011. The responding vendors provided their hourly rates for the skill sets they had. For any particular skill set, starting with the three vendors with the lowest hourly costs, DoIT reviewed three resumes from each vendor to determine their qualifications and productivity to meet the County's needs. The vendor with the lowest hourly rate who provides the best qualified, most productive individual is selected -- thus providing the County with the lowest total cost for the required work.
- Atria Consulting LLC ("Atria") was one of the respondents. Based on their response to the RFP, as well as the interview process, we now come before your Honorable Board requesting approval to enter into an agreement (IT-1187) with Atria for the provision of professional consulting services for a one year period commencing on April 1, 2011, for a total not-to-exceed amount of \$857,500.
- Atria consultants will work on the Automated Application System (REACH Westchester) for the Department of Social Services (DSS), the Incident Management Application for the Department of Emergency Services, the Shared Criminal Justice Warehouse system and Data Exchange Projects (Probation and DOC), the Department of Human Resources systems, the Department of Finance systems, the Office of the County Clerk, as well as initiatives for Emergency Services, Public Safety, and Public Works and Transportation, including Emergency Operation and the Special Needs Registry systems.

- An Atria consultant will provide the following services for the Department of Social Services:
 - Use J2EE technologies to develop the Bureau for Case Review user interface and process workflow.
 - Use J2EE technologies to maintain and enhance the case worker back-end modules.
 - Use J2EE technologies to assist in the development of the Reported Changes module.
- An Atria consultant will use J2EE technologies to develop the Special Needs Registry Application and the Incident Management Application for the Department of Emergency Services. An Atria consultant will also provide support services for the Human Resources and Financial systems include reporting, upgrades, enhancements and interfaces which increase productivity of staff countywide because tasks are automated, which in turn maximize efficiency, ultimately benefiting the public good.
- An Atria consultant will be used for an ongoing County Clerk capital project to continue development and to enhance a web-based application, the Property Records Electronic Portal (PREP), which is now used by all customers submitting land records such as deeds and mortgages for recording. The consultant will work on both the customer module and internal modules used on a day-to-day basis by County Clerk staff. The benefits of completing this project fall into two major categories. The first category is improved staff productivity through more usable modules and less frequent system outages. The second category is improved customer service to the individuals and businesses which submit documents to our Land Records Division for recording through faster systems which utilize more up-to-date technology.
- Atria consultants will augment DoIT radio group staff in planning and engineering services to build and maintain state-of-the-art communications systems for these departments. Atria consultants will work with County staff on Infrastructure Server Support projects performing operating and network support for AIX and LINUX servers and applications and the support of backup and storage infrastructure.
- The services to be provided pursuant to this agreement will serve a public purpose by improving the quality of services for Temporary Assistance (TA) customers as the system allows the applicants to complete and file the application electronically. This saves time and provides better access by providing a quick response to the applicants. The system will provide easier access to many state benefits and services ensuring that low-income families receive the assistance they need.
- The Human Resources and Financial Systems support services include reporting, upgrades, enhancements and interfaces which increase productivity of staff countywide because tasks are automated, which in turn maximize efficiency, ultimately benefiting the public good. Among other projects, an Advantage consultant will work on the major upgrade to the Human Resources, Financial and Budget systems. In addition to bringing us to supported software levels, this upgrade will allow us to run on less expensive hardware and allow us to incorporate a disaster recovery solution.
- Desktop and network support staff work on personal computer installations, service and repairs, ultimately benefiting the public good because efficient machines are crucial for staff productivity. Consultants working on the Infrastructure Server Support projects are reducing the total number of servers required by consolidating existing servers and helping to move to the latest more efficient technology. Consultants working on Emergency Operation projects promote public safety in that the projects manage emergency planning information which is critical to an emergency response.

- The goals and objectives of the requested consulting services in the attached resolution are to bring qualified consultants into DoIT who have experience in the necessary technology and are capable of rapidly administering and updating the necessary hardware and software systems. This gives us the flexibility to utilize various consultants with superior levels of skill in highly specific areas, each of whom may be needed for only a limited period of time. Consultant services are continually monitored by DoIT staff in conjunction with the associated department to be sure the service provided is effective.
- The goals and objectives in the attached resolution are also in the best interest of the County in terms of fiscal responsibility because the cost benefits to the Department of Social Services and the County are significant, starting with immediate cost avoidance by increasing caseload capacity and eliminating the Department's immediate need for additional staff resources. Based on projected caseload growth in 2010, associated with continued increases in unemployment and expiration of unemployment insurance benefits, DSS would have needed to add seventeen additional examiners by the end of 2010 (phased in over twelve months) at a cost of more than \$1.4 million in 2010 alone. The current economic forecast calls for a slow recovery, resulting in continued cost avoidance beyond 2011. Once the economy recovers and the system is fully implemented, the Department anticipates additional savings associated with position reductions (through attrition), reduced operating costs, and a decrease in error rates and possible disallowances and sanctions. Other benefits in terms of health and the environment include reduced greenhouse emissions associated with customer travel to and from district offices and reduced paper usage.
- By using an Atria consultant we are able to continue to develop and deploy the REACH system more rapidly for use by DSS and their customers. The Atria consultant will enhance our development efforts for REACH by utilizing his J2EE expertise to rapidly develop and deploy the caseworker portion of this system. REACH has transformed the current paper recertification process for TA customers into an automated process using state-of-the-art information technology and systems. The system is being expanded to include additional modules to build on the success of the system by continuing to enhance the quality of services for DSS customers. Consultant services will be continually monitored by DoIT and DSS staff to be sure the service provided is effective.
- Consultants working on the Infrastructure Server Support are contributing to a financially responsible government by reducing costs through consolidation of hardware and virtualization of servers. This is also environmentally friendly because electricity usage is reduced and fewer green house gasses are released.
- Consultants working on the initiatives for Emergency Services including Emergency Operation and the Special Needs Registry Systems are contributing to the County's Safety & Security Performance-Based Measure in that they are working on systems that provide critical data to law enforcement, emergency management personnel and other agencies responsible for public safety in a timely manner, thus facilitating the operation of the various agencies.
- Network management development and monitoring of network equipment and services demonstrates fiscal responsibility because this work will allow the County to streamline current management systems without purchasing additional network monitoring tools, resulting in a cost savings to the County. Work performed will allow deployed network services to be optimized thus assisting and supporting all County Departments in their stated mission objectives, which in turn impacts residents' safety and security. Optimal deployment of services allows for enhanced capabilities to support all County Departments and the public as needed.

ACTION REQUESTED:

Authorization to enter into an agreement (IT-1187) with Atria Consulting LLC, having a place of business located at 132 West 36th Street, New York, New York 10018, for the provision of professional consulting services for a one year period commencing on April 1, 2011 and terminating on March 31, 2012 for a total not to exceed contract amount of \$857,500, payable monthly at the rate of \$87.50 per hour for ASP.Net/C#, \$79.29 per hour for Cobol, \$73 and \$87.50 per hour for Java/JSP/J2EE, \$75 per hour for EMC Avamar Backup & Recovery Configuration / Support and \$87.50 per hour for LINUX Server Administration Services, subject to county appropriations.

Accordingly, the attached resolution is submitted for your consideration.

APPROVED BOARD OF ACQUISITION & CONTRACT - 4-28-2011 - JOMARY VIEIRA, SECRETARY

RESOLUTION

UPON A COMMUNICATION FROM MARGUERITE BEIRNE, CHIEF INFORMATION OFFICER, DEPARTMENT OF INFORMATION TECHNOLOGY, BE IT HEREBY

RESOLVED: that the County of Westchester is hereby authorized to enter into an agreement (IT-1187) with Atria Consulting LLC, having a place of business located at 132 West 36th Street, New York, New York 10018, for the provision of professional consulting services for a one year period commencing on April 1, 2011 and terminating on March 31, 2012, for a total not-to-exceed contract amount of \$857,500, payable monthly at the rate of \$87.50 per hour for ASP.Net/C#, \$79.29 per hour for Cobol, \$73 and \$87.50 per hour for Java/JSP/J2EE, \$75 per hour for EMC Avamar Backup & Recovery Configuration / Support and \$87.50 per hour for LINUX Server Administration Services; and be it further

RESOLVED, this Agreement is subject to County appropriations; and be it further

RESOLVED, this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the county shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

RESOLVED, that the County Executive or his duly authorized designee is hereby authorized to execute and deliver any and all documents and to take all action necessary and appropriate to effectuate the purposes hereof.

Account to be Charged/Credited:

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub- Object	Trust Account	Dollars
2011	101	16	6000	4420		\$445,930
2011	316	16	BIT4A-03S	6120		\$ 89,425
2011	321	21	BCC04-02S	6120		\$107,187
2012	101	16	6000	4420		\$148,671
2012	316	16	BIT4A-03S	6120		\$ 30,149
2012	321	21	BCC04-02S	6120		\$ 36,138

Budget Funding Year(s): 2011 & 2012

Start Date: April 1, 2011 End Date: March 31, 2012

Funding Source Tax Dollars: \$594,601

State Aid _____

\$857,500 Federal Aid _____

(must match resolution)

Other: Capital \$262,899

APPROVED BOARD OF ACQUISITION & CONTRACT - 4-28-2011 - JOMARY VIEIRA, SECRETARY

RFP for IT Professional Consultant Services 2011
Respondent List

Company

- 1 22nd Century Technologies, Inc.
- 2 ADPC, Inc.
- 3 Advanced Software Systems, Inc.
- 4 Alpha 2 Omega MTP
- 5 ASC Staffing, LLC
- 6 ATRIA Consulting
- 7 Bergman Associates
- 8 Berry, Dunn, McNeil & Parker (BDMP)
- 9 Bowne AE & T Group
- 10 Camelot Communications Group, Inc.
- 11 Career Techniques Inc.
- 12 Celerity Howard-Sloan
- 13 Civilogix, Inc.
- 14 ClarusTec
- 15 Columbia IS Consulting Group Inc.
- 16 Conversion Services International
- 17 CMA Consulting Services
- 18 Cyret Technologies
- 19 Data Industries, LTD.
- 20 Eastern Standard Consultants, Inc.
- 21 Elert & Associates
- 22 Enterprise Strategies
- 23 Eric Robert Associates
- 24 ESRI
- 25 ExplInfo Inc.
- 26 Ez-Steps USA Inc.
- 27 Fountains Spatial
- 28 Fulcrum Logic Inc.
- 29 Gateway Solutions, Inc.
- 30 Genesis 10
- 31 Genesys Consulting Services, Inc.
- 32 Greenman-Pedersen, Inc.
- 33 Howard Systems International
- 34 Infojini, Inc.
- 35 Interbase Corporation
- 36 LanceSoft, Inc.
- 37 Michael Baker Engineering, Inc.

APPROVED FOR SIGNATURE AND COMMENT - 4-28-2011 - JOMARY VIEIRA, SECRETARY

- 38 **Neotech Solutions Inc.**
- 39 **Neotecra**
- 40 **Nutech**
- 41 **Parsons Brinckerhoff (PB)**
- 42 **PSI International, Inc.**
- 43 **SAM Consulting Services, Inc.**
- 44 **SOFT Inc.**
- 45 **Software Guidance & Assistance (SGA)**
- 46 **Sunrise Systems**
- 47 **Tail Wind Associates**
- 48 **TDC Group, Inc.**
- 49 **Technisource**
- 50 **Technology Resource Services, Inc. (TRS)**
- 51 **TMH Information System Consultation Service, Inc.**
- 52 **Vertex Geospatial. Inc.**
- 53 **VIVA USA Inc.**
- 54 **Westchester County Historical Society**
- 55 **YSP Partners**

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