

39238

DATE: March 26, 2014

TO: Board of Acquisition and Contract

FROM: John B. McCaffrey, Chief Information Officer
Department of Information Technology

RE: AUTHORIZATION TO AMEND CONTRACT IT-1306 WITH KANA SOFTWARE, INC., IN ORDER TO, 1) INCREASE THE NOT-TO-EXCEED AMOUNT OF THE AGREEMENT BY \$33,000.00, TO A NEW TOTAL NOT-TO-EXCEED AMOUNT OF \$187,922.00, FOR ADDITIONAL SERVICES; 2.) MODIFY THE SCOPE OF SERVICES TO ADD THE SPECIFIC, ADDITIONAL SERVICES; AND 3) EXTEND THE TERM OF THE AGREEMENT EIGHT MONTHS TO A NEW TERMINATION DATE OF OCTOBER 31, 2014.

BACKGROUND:

- By a resolution approved on March 14, 2013, your Honorable Board authorized the County of Westchester (the "County") to enter into an agreement (IT-1306) with KANA Software, Inc. ("KANA"), pursuant to which KANA was to provide the County with installation, configuration, development, and training for various KANA software modules on a custom basis, for an amount not-to-exceed \$154,922, for a term commencing on March 1, 2013 and continuing through February 28, 2014 (the "Agreement"). IT-1306 was subsequently executed.
- The Department of Information Technology (the "Department") now requires additional installation, configuration, development, and training services, beyond those currently monetarily provided for in IT-1306, for a new Real Time Addressing module which allows for more precise and up-to-date location data. The services for this new module include, but is not necessarily limited to:
 - 1.) participation in initial project planning, coordination and management tasks;
 - 2.) design, install, configure and test the Real Time Address Adapter module;
 - 3.) deploy and implement the application and ensure that core application is working and configured correctly;
 - 4.) provide training for County personnel

- Accordingly, the Department now comes before your Honorable Board requesting authority to amend IT-1306 in order to, 1) increase the amount not-to-exceed authorized under IT-1306 by \$33,000.00, from an amount not-to-exceed \$154,922.00 to a new amount not-to-exceed \$187,922.00, to pay for the additional services to be provided by KANA; 2) modify the scope of services of IT-1306 to add the additional services; and 3) extend the term of the agreement eight (8) months to a new termination date of October 31, 2014.
- Except as specifically amended hereby, all terms and conditions of IT-1306 will remain the same and in full force and effect.
- The KANA software modules for which the services will be provided will facilitate communication with County residents by handling requests for information, requests for services, and requests to sign up for County notifications, as well as handling the tracking of the resolution of such requests and citizen feedback.
- The proposed Amendment will serve a public purpose by providing the County with the services it needs in order to have its various KANA software modules to be installed, configured, and developed properly, and to have its staff properly trained in the use of the modules.
- The goal and objective of the proposed Amendment is to provide the County with the services it needs in order for its various KANA software modules to be installed, configured, and developed properly, and to have its staff properly trained in the use of the modules.
- The goal and objective of the proposed Amendment is in the best interests of the County in terms of fiscal responsibility, as more efficient handling of citizen requests for information and services is anticipated to ultimately provide a cost savings.
- The goal and objective of the proposed Amendment will be tracked and monitored by the staff of the Department of Information Technology.
- The KANA software modules are proprietary to KANA and KANA does not permit any other vendors to provide these installation, configuration, development, and training services. Accordingly, we recommend that this procurement be classified as a sole source procurement pursuant to Section 9 of the Westchester County Procurement Policy.

ACTION REQUESTED:

Authorization to amend IT-1306 with KANA Software, Inc., having a place of business located at 400 Main Street, Stamford, Connecticut 06901, in order to, 1) increase the amount not-to-exceed authorized under IT-1306 by \$33,000.00, to a new total not-to-exceed amount of \$187,922.00, for additional services; 2) modify the scope of services of IT-1306 to add the additional services; and 3) to extend the term of the Agreement by eight (8) months to a new termination date of October 31, 2014 with all other terms and conditions of IT-1306 remaining the same.

A resolution authorizing the above-described amendment to IT-1306 is submitted herewith for your consideration.

RESOLUTION

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER,
DEPARTMENT OF INFORMATION TECHNOLOGY, BE IT HEREBY:

RESOLVED, that the County of Westchester (the "County") is hereby authorized to amend an agreement with KANA Software, Inc. ("KANA"), pursuant to which KANA was to provide the County with installation, configuration, development and training for various KANA software modules on a custom basis, for an amount not-to-exceed \$154,922, for a term commencing March 1, 2013 and continuing through February 28, 2014 (the "Agreement"), in order to, 1) increase the amount not-to exceed authorized under IT-1306 by \$33,000 from an amount not-to-exceed \$154,922 to a new amount not-to-exceed of \$187,922 to pay for additional installation, configuration, development, and training services for a new Real Time Addressing module; and 2.) modify the scope of services of IT-1306 to add these specific services to IT-1306's non-exclusive list of existing services; and 3.) extend the term of the agreement eight (8) months to a new termination date of October 31, 2014; and be it further

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

RESOLVED, that pursuant to Section 9 of the Westchester County Procurement Policy, this procurement is deemed a sole source procurement; and be it further

RESOLVED, that except as specifically amended hereby, all terms and conditions of IT-1306 shall remain the same and in full force and effect; 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.

	Original Agreement: \$ 154,922.00
	<u>This Amendment: \$ 33,000.00</u>
Agreement IT-1306	Total: \$ 187,922.00
Account to be Charged/Credited:	

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2014	101	16	6000	4420		\$33,000

Budget Funding Year(s): 2013 Start Date: 03/01/13 End Date: 10/31/14
(must match resolution)

Funding Source	Tax Dollars	<u>\$33,000</u>
	State Aid	_____
<u>\$33,000</u>	Federal Aid	_____
(must match resolution)	Other	_____