

36285

DATE: October 4, 2013

TO: Board of Acquisition and Contract

FROM: John B. McCaffrey, Chief Information Officer Kevin McGuire, Commissioner
Department of Information Technology Department of Social Services

RE: AUTHORIZATION TO AMEND AN AGREEMENT (IT-1216) WITH CORE BTS, INC., FOR ADDITIONAL IT NETWORK MANAGEMENT SUPPORT AND MAINTENANCE SERVICES BY INCREASING THE AMOUNT OF THE AGREEMENT BY \$84,660 TO A NEW TOTAL NOT TO EXCEED AMOUNT OF \$799,660 AND BY EXTENDING THE TERM OF THE AGREEMENT FOR THIRTY-ONE MONTHS TO A NEW TERMINATION DATE OF JUNE 30, 2016

BACKGROUND:

- By resolution approved December 22, 2011, your Honorable Board authorized the County of Westchester to enter into an agreement (the "Agreement") with Core BTS, Inc. ("Core"), pursuant to which Core was to provide design, development, implementation, testing, maintenance and support of software and equipment for an Internet Protocol Unified Contact Center (IPCC) and Self-Service Integrated Voice Response (IVR) solution for a Case Management Information Center (CMIC) for the Department of Social Services (DSS) Temporary Assistance customers as well as the general public. IT-1216 was to be for a term commencing December 1, 2011 and terminating November 30, 2013, utilizing the terms and conditions of New York State Office of General Services Contracts ("NYS OGS") PT64525 and CMT262A, for a total not to exceed contract amount of \$715,000. IT-1216 was subsequently executed.
- Due to the size and scope of the project, it was determined that the system should be implemented in phases. Core agreed to postpone the maintenance coverage provided under the terms of the Agreement until the majority of the system was installed and the first year of maintenance began on July 1, 2013. That maintenance will continue through June 30, 2014. In order to continue providing secure and efficient twenty-four hours per day, seven days per week support services, we would like to amend Contract IT-1216 with Core utilizing NYS OGS Contract PT64525.
- We now come before your Honorable Board requesting approval to extend the term of the agreement thirty-one months until June 30, 2016 utilizing NYS OGS Contract PT64525 and to increase the amount by \$84,660 to a new total not to exceed amount of \$799,660 with all other terms and conditions to remain the same.

- The public purpose of the proposed amendment is to benefit the public good by providing an efficient CMIC which will provide self service options, as well as excellent customer service by answering inquiries from our customers, community partners and departmental employees on the programs administered by DSS, and processing changes in a timely and accurate manner to ensure the correct level of benefits.
- The goals and objectives of the proposed amendment are efficient, cost effective delivery of DSS customer service to County residents. The utilization of the CMIC IPCC and IVR will allow the Department to handle increased caseloads and customer requests while eliminating the need for additional staff resources.
- The goals and objectives of the proposed amendment are in the best interests of the County in terms of fiscal responsibility, as it will provide efficient, cost effective delivery of DSS customer service to County residents. In addition, as the services are being procured through a NYS OGS contract, the County will benefit from the excellent rates for services that were obtained by NYS OGS, ultimately saving time and taxpayer money.
- The goal and objective of the proposed agreement will be continually tracked and monitored by staff from the Department of Information Technology in order to ensure that the services are being provided.

ACTION REQUESTED:

- Authorization to amend an agreement (IT-1216) with Core BTS, Inc., having a place of business located at 201 W 103rd Street, Suite 240, Indianapolis, Indiana, 46290, by increasing the amount by \$84,660 for additional IT Network Management support and maintenance services and to extend the term of the Agreement for thirty-one months to a new termination date of June 30, 2016, utilizing the terms and conditions of NYS OGS Contract PT64525, for a new total not to exceed contract amount of \$799,660, pursuant to an approved budget, subject to County appropriations. A resolution authorizing the above amendment is submitted herewith for your approval.

RESOLUTION

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER, DEPARTMENT OF INFORMATION TECHNOLOGY AND THE COMMISSIONER OF THE DEPARTMENT OF SOCIAL SERVICES, BE IT HEREBY

RESOLVED, that the County of Westchester (the "County") is hereby authorized to amend an agreement (IT-1216) with Core BTS, Inc., having a place of business located at 201 W 103rd Street, Suite 240, Indianapolis, Indiana, 46290, by extending the term of the Agreement thirty-one months to a new termination date of June 30, 2016 utilizing New York State Office of General Services Contract PT64525, and by increasing the amount payable for maintenance and support services by \$84,660 to a new total not to exceed contract amount of \$799,660; and be it further

RESOLVED, that all other terms and conditions of the original agreement shall remain the same; and be it further

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

RESOLVED, that 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 of this Resolution.

Contract No. IT-1216

Original Agreement: \$715,000.00

This Amendment: 84,660.00

Total \$ 799,660.00

Account to be Charged/Credited:

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object Sub-Object	Trust Account	Dollars
2013	101	22	4000	4420		0.00
2014	101	22	4000	4420		\$22,410.00
2015	101	22	4000	4420		\$42,330.00
2016	101	22	4000	4420		\$19,920.00

Budget Funding Year(s): 2013-2016
(must match resolution)

Start Date: December 1, 2013

End Date: June 30, 2016

Funding Source

Tax Dollars: \$84,660

State Aid: _____

\$84,660

Federal Aid: _____

(must match resolution)

Other: _____

APPROVED BOARD OF ACQUISITION & CONTRACT ADMINISTRATION
10/31/2013 - JOMAR DURAN, SECRETARY