

DATE: March 26, 2010

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne, Chief Information Officer

RE: AUTHORIZATION TO ENTER INTO AN AGREEMENT (IT-1160) WITH EZ STEPS USA, INC. FOR PROFESSIONAL CONSULTING SERVICES FOR A ONE YEAR PERIOD COMMENCING ON APRIL 1, 2010 AND TERMINATING ON MARCH 31, 2011 FOR A TOTAL NOT TO EXCEED CONTRACT AMOUNT OF \$145,782

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BACKGROUND:

- The Department of Information Technology (DoIT) continues to require consultants to augment its staff. For these services and others, on February 22, 2010, a Request for Proposals (RFP) for Information Technology Professional 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 sixteen 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 116 skill sets, each with a rate for three levels of experience, for a potential total of 348 rates.
- There were fifty-nine respondents to the RFP, which were due on March 18, 2010. The responding vendors provided their hourly rates for the skill sets they had. For any particular skill set, starting with the three vendors with 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.
- EZ Steps USA, Inc. ("EZ Steps") was one of the respondents. Based on their response to the RFP as well as their familiarity and knowledge of County projects, programs and operations, we now come before your Honorable Board requesting approval to enter into an agreement (IT-1160) with EZ Steps, for the provision of professional consulting services for a one year period commencing on April 1, 2010 for a total amount not to exceed \$145,782.
- EZ-Steps will provide the following support services in a few areas of high importance:
  - **Electronic Mail System** that serves 4600 County workers, consisting of Exchange server clusters, SMTP gateways, spam and virus blocking applications, and FOIL email workflow, as well as the Hosted Municipal Email System, which is currently utilized by 6 Westchester municipalities, and is growing. EZ Steps is the primary contact for all Litigation Hold and eDiscovery issues.

- **Windows Active Directory**, which provides most authentication services to county users and more than 500 servers. EZ Steps is in process of upgrading the County AD infrastructure to Windows 2008 AD, which may result in a 10% reduction in power consumption by AD servers. EZ-Steps also is responsible for keeping all County servers patched with the latest Microsoft patches and safe against constantly evolving malicious threats.
  - **Domain Name Systems (DNS)**: EZ-Steps supports the County split-level DNS system, the foundation of network name resolution services, which has 78 zones, including zones for many County municipalities as part of the Shared Services initiative. EZ-Steps leads the DNS re-design project, which will allow site-to-site failover and access to County applications from the TMC Disaster Recovery site.
  - **Enterprise Reporting using Business Objects and Crystal Reports**, which provides hundreds of reports for the Departments of Public Safety, Correction, Probation, County Clerk, Emergency Services, and Health. EZ-Steps is responsible for the upgrade to SAP Business Objects version XI 3 - a new generation reporting platform.
- Consultant services from EZ Steps will serve a public purpose because the systems that EZ-Steps is responsible for are Enterprise Wide systems that are critical for the efficient and reliable operation of the County government for the benefit of the citizens of Westchester County.
  - In terms of fiscal responsibility, EZ Steps services will allow the County to reduce harmful and expensive downtime and achieve savings resulting from well run systems. Additionally, EZ Steps provides critical support in the area of producing electronic data in compliance with the new FRCP (Federal Rules of Civil Procedure) requirements. Failure to produce such data in a timely manner could result in lost court cases and increased penalties. DoIT Staff will continually review and monitor the work produced by EZ Steps to ensure that the services provided meet our standards and expectations.
  - EZ Steps provides critical support for servers and systems of the County Emergency Operations centers, E-911 services, as well as for the Departments of Public Safety and Correction, which contribute to the overall safety and security of the County and its residents. Support for servers and systems utilized by the Departments of Health, Environmental Facilities and Parks, Recreation & Conservation, among others, improves effectiveness for projects in the areas of health and the environment.
  - The goals and objectives for the contracting services are to provide efficient computer operating systems to the County. If we did not support the servers and systems utilized by the aforementioned departments and areas of safety, the security, safety, health and environment of the County and its residents would be compromised.

**ACTION REQUESTED:**

- Authorization to enter into an agreement (IT-1160) with EZ Steps USA, Inc., having a place of business located at 3 Catalina Court, Suffern, New York 10901, for the provision of professional consulting services, for a one year period commencing on April 1, 2010 and terminating on March 31, 2011, for a total not to exceed contract amount of \$145,782, payable monthly at the rate of \$89 per hour, subject to county appropriations.

Accordingly, the attached resolution is submitted 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 is hereby authorized to enter into an agreement (IT-1160) with EZ Steps USA, Inc., having a place of business located at 3 Catalina Court, Suffern, New York 10901, for the provision of professional consulting services, for a one year period commencing on April 1, 2010 and terminating on March 31, 2011, for a total not to exceed contract amount of \$145,782, payable monthly at the rate of \$89 per hour; 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
2010	101	16	6000	4420		\$109,336
2011	101	16	6000	4420		\$ 36,446

Budget Funding Year(s): 2010 & 2011      Start Date: April 1, 2010      End Date: March 31, 2011  
 (must match resolution)

Funding Source      Tax Dollars: \$145,782  
 State Aid \_\_\_\_\_  
\$145,782      Federal Aid \_\_\_\_\_  
 (must match resolution)      Other: \_\_\_\_\_

**RFP for IT Professional Consultant Services 2010**  
**Respondent List**

**Company**

- 1 22nd Century Tech. Inc.
- 2 Advantage Technical Resourcing
- 3 Aequor Technologies
- 4 Applied Geographics, Inc.
- 5 ASC Technologies
- 6 Atria
- 7 Baker Robbins & Company
- 8 Bergman Associates
- 9 Berry, Dunn, McNeil & Parker (BDMP)
- 10 Bowne AE & T Group
- 11 Business Logic Inc.
- 12 Career Techniques Inc.
- 13 Celerity Technology Services
- 14 Columbia IS Consulting Group Inc.
- 15 Computer SI
- 16 Conversion Services International
- 17 Data Industries, LTD.
- 18 Dura Solutions, Inc.
- 19 Enterprise Strategies
- 20 Eric Robert Associates
- 21 ESRI
- 22 ExplInfo Inc.
- 23 Ez-Steps USA Inc.
- 24 Fountains Spatial
- 25 Fulcrum Logic Inc.
- 26 Genesis 10
- 27 Grafton Technologies
- 28 Indra USA, Inc.
- 29 Innovative Microsystems Consulting Inc.
- 30 Integrated Enterprise Solutions, Inc.
- 31 James W. Sewall Company
- 32 Kutir Corporation
- 33 Longi Engineering PC
- 34 Marlabs, Inc.
- 35 Neotech Solutions Inc.
- 36 Neotecra
- 37 Nutech
- 38 Parsons Brinckerhoff (PB)
- 39 Pixel Systems Inc.
- 40 Rad Gov
- 41 SAM Consulting Services, Inc.
- 42 Sanborn

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- 43 SGA Inc.
- 44 SOFT Inc.
- 45 Spatial Front, Inc.
- 46 Sunrise Systems
- 47 Sysmind, LLC
- 48 Sysnet Consulting, Inc.
- 49 Technisource
- 50 Technology Resource Services, Inc. (TRS)
- 51 The Cambridge Group LTD
- 52 TMH Information System Consultation Service, Inc.
- 53 US Tech Solutions Inc
- 54 VLS Systems Inc.
- 55 VOLT Technical Resources
- 56 Westchester County Historical Society
- 57 Worldwide Information Super Highway Inc. (WISH)
- 58 Wyvil Systems, Inc.
- 59 YS Partners

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