

DATE: April 9, 2010

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne, Chief Information Officer

RE: AUTHORIZATION TO ENTER INTO AN AGREEMENT (IT-1165) WITH ADVANTAGE TECHNICAL RESOURCING, INC. (FORMERLY "888 CONSULTING GROUP, INC., D/B/A TAC WORLDWIDE") 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 \$1,768,986

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 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.
- Advantage Technical Resourcing, Inc. (formerly "888 Consulting Group, Inc. d/b/a TAC Worldwide") 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-1165) with Advantage Technical Resourcing, Inc. ("Advantage") for the provision of professional consulting services for a one year period commencing on April 1, 2010, for a total amount not to exceed \$1,768,986.
- Advantage consultants will be used on various projects for a number of county departments, among them development of a new web based application for the Office of the County Clerk; LAN administration for DSS systems provided by the New York State Offices of Child Support Enforcement (OCSE), Temporary Disability and Assistance (OTDA), Child and Family Services (OCFS) and the Department of Labor (DOL); Rental Security Deposits Tracking System (DSS); Digital Health Field Inspection System (DOH); Human Resources/Payroll Financial Systems,

Budgeting and Civil Service Exam Systems (HR & Finance); Desktop & Network support, Infrastructure Server support, Unix administration and network management monitoring of network equipment and services (DoIT); Shared Criminal Justice Warehouse system and Data Exchange Projects (Probation and DOC); as well as initiatives for Emergency Services, Public Safety and Transportation, including Emergency Operation, the Special Needs Registry systems and radio projects.

- An Advantage 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.
- DSS projects have a public purpose because LAN (local area network) administration and maintenance of the NYS network presence in Westchester County is critical to DSS' daily use of automated systems required for the administration of a variety of public welfare financial aid programs, medical assistance determinations, child support enforcement activities, child protective reporting and adult protective services tracking. Health Department projects promote both personal and environmental health through numerous preventive, educational and protective programs.
- 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 Criminal Justice projects promote public safety in that the projects being worked on assist law enforcement, the Departments of Social Services and Community Mental Health with Criminal and Child Protective investigations, and are proactive in providing timely information to the various agencies in their day to day operations. Consultants working on Emergency Operation projects promote public safety in that the projects manage emergency planning information which is critical to an emergency response. Reliable and adequate radio communications systems are vital to all County departments in the execution of their duties to ensure the safety and security of the public. Advantage consultants augment DoIT radio group staff in planning and engineering services to build and maintain state-of-the-art communications systems for these departments.
- 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.

- By using Advantage consultants we are able to continue developing applications for the Departments of Health and Social Services which would otherwise not occur due to staffing limitations. An Advantage consultant working on the Digital Health application will provide timely information to DOH staff, as well as support their enforcement activities to protect the health of residents and the local environment. The Rental Security Deposits Tracking System allows Social Services staff to track security deposits to landlords to prevent evictions and homelessness. This consultant is working on system reports which help DSS staff monitor all security deposits made on behalf of customers to ensure the return of these funds.
- 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 shared Criminal Justice Warehouse system and Data Exchange Projects (Probation and DOC), as well as 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.
- Ramifications of not supporting the aforementioned projects with consultant services from Advantage would be outdated and less efficient computer systems utilized by County Departments, as well as potential non-compliance with State mandated programs.

ACTION REQUESTED:

- Authorization to enter into an agreement (IT-1165) with Advantage Technical Resourcing, Inc. (formerly "888 Consulting Group, Inc. d/b/a TAC Worldwide"), having a place of business located at 888 Washington Street, Dedham, Massachusetts 02026, 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 \$1,768,986, payable monthly in accordance with the approved hourly rates which are attached hereto, 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-1165) with Advantage Technical Resourcing, Inc. (formerly "888 Consulting Group, Inc. d/b/a TAC Worldwide"), having a place of business located at 888 Washington Street, Dedham, Massachusetts 02026, 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 \$1,768,986, payable monthly in accordance with the approved hourly rates which are attached hereto; 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.

RESOLUTION

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		\$912,517
2010	101	16	2500	4420		\$213,759
2010	321	21	BCC-04-00S	6120		\$ 90,000
2010	101	22	0010	4420		\$110,463
2011	101	16	6000	4420		\$304,173
2011	101	16	2500	4420		\$ 71,253
2011	321	21	BCC-04-00S	6120		\$ 30,000
2011	101	22	0010	4420		\$ 36,821

Budget Funding Year(s): 2010 & 2011

Start Date: April 1, 2010 End Date: March 31, 2011

Funding Source Tax Dollars: \$1,768,986

State Aid _____

\$1,768,986 Federal Aid _____

(must match resolution)

Other: Capital Project: \$120,000

APPROVED BOARD OF ACQUISITION & CONTRACT - 4-22-2010 - JOMARY WEIRA, SECRETARY

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
- 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

APPROVED BOARD OF ACQUISITION & CONTRACT - 4-22-2010 - JOMARY VIEIRA, SECRETARY

Advantage Technical Resourcing, Inc. - Contract IT-1165
Hourly Rates for Consultant Services

<u>Skill Sets:</u>	<u>1 Year</u> <u>Exp.Rate</u>	<u>3 Year</u> <u>Exp.Rate</u>	<u>5 Year</u> <u>Exp.Rate</u>	<u>1 Year</u> <u>Exp.Rate</u> <u>with Cert.</u>	<u>3 Year</u> <u>Exp.Rate</u> <u>with Cert.</u>	<u>5 Year</u> <u>Exp.Rate</u> <u>with Cert.</u>
<u>Programming:</u>						
Visual Basic.VB.Net	45.00	60.00	78.50	55.00	78.50	87.50
Java/JSP/J2EE	45.00	60.00	78.50	55.00	78.50	87.50
MS-ACCESS	40.00	50.00	70.00	50.00	75.00	85.00
IBM Websphere	45.00	65.00	78.50	55.00	75.00	84.50
ASP.Net/C#	45.00	60.00	78.50	55.00	78.50	87.50
Software Architecture & Design	45.00	65.00	78.50	55.00	75.00	87.50
User Interface Design & Information Architecture	45.00	65.00	78.50	55.00	75.00	87.50
Service-Oriented Architecture	45.00	65.00	78.50	55.00	75.00	87.50
SOAP ("Simple Object Access Protocol")	45.00	65.00	75.00	50.00	70.00	85.00
XML	45.00	65.00	75.00	55.00	75.00	85.00
LDAP	45.00	65.00	78.50	55.00	78.50	87.50
Crystal Reports/Crystal Enterprise/ Business Objects/Business Intelligence products	45.00	65.00	78.50	55.00	75.00	87.50
Java Script	40.00	55.00	75.00	55.00	78.50	87.50
<u>Infrastructure:</u>						
Apache Web Server Administration/ Programming	40.00	60.00	75.00	50.00	75.00	87.50
LINUX Server Administration Services	40.00	60.00	78.50	50.00	78.50	87.50
SOLARIS Server Administration Services	40.00	60.00	78.00	50.00	78.50	87.50
AIX Server Administration Services	40.00	60.00	78.50	55.00	78.50	89.50
IIS Web Server Administration/Programming	40.00	60.00	78.50	55.00	78.50	87.50
Websphere Web Server Administration/ Programming	45.00	65.00	75.00	55.00	75.00	87.50
Source Control and Build Management	45.00	65.00	78.50	55.00	78.50	87.50
<u>Database Administration & Design:</u>						
Database Admin. and Design for SQL Server databases	45.00	55.00	75.00	55.00	75.00	87.50
<u>Desktop Support:</u>						
Workstation Engineer Support Services	35.00	40.00	45.00	40.00	47.50	52.50
<u>Networking:</u>						
Proficient design & operational experience IBM; s NetCool & other network & system management products	40.00	55.00	75.00	60.00	85.00	110.00

Skill Sets:

	<u>1 Year Exp.Rate</u>	<u>3 Year Exp.Rate</u>	<u>5 Year Exp.Rate</u>	<u>1 Year Exp.Rate with Cert.</u>	<u>3 Year Exp.Rate with Cert.</u>	<u>5 Year Exp.Rate with Cert.</u>
Networking services for Windows Server, Cisco Router and switch, install administration and troubleshooting; Checkpoint firewall installation, configuration and trouble shooting, TCP/IP network design	45.00	55.00	78.50	55.00	78.50	87.50
Network services for Cisco and Data network	45.00	65.00	78.50	55.00	78.50	87.50

Website Design, Construction and Maintenance:

IIS Web Server Administration/Programming	35.00	55.00	78.50	45.00	78.50	87.50
Graphical Designer/Developer-Web Graphics, application interface design	35.00	55.00	78.50	55.00	78.50	87.50

Other:

Data Entry and Text Conversion	40.00	55.00	78.50	55.00	78.50	87.50
Trunked Radio Technical Specialist	40.00	65.00	78.50	55.00	78.50	87.50

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