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BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON
ACTING AS THE PUBLIC CONTRACT REVIEW BOARD

ORDER NO. 02-045

Exempting from the Formal Competitive Bid Process a Contract with Ciber, Inc. for Two Years for the Implementation of an Adult Criminal Tracking System (CTS)

The Multnomah County Board of Commissioners Finds:

a.   The Board, acting in its capacity as the Multnomah County Public Contract Review Board to review, pursuant to PCRB Rules AR10.140 , a request from the District Attorney's Office for an exemption from the formal competitive bid process a contract with Ciber, Inc. for the implementation of an Adult Criminal Case Tracking System (CTS).

b.   As it appears in the memorandum from Michael Schrunk, the request for exemption is based upon the fact that their current Adult CTS is 10 years old and resides on the County mainframe that is scheduled for decommissioning 10/1/03.

Ciber, Inc. has acquired the company (Metamor Industry Solutions, Inc.) that supplied the CTS for the Juvenile department. Metamor was selected in a County Request for Proposals process, and they offered a selection of proprietary software modules called CRIMES. Current Oregon law requires that the juvenile offender data be segregated from the adult offender data. Thus they cannot just "expand" the application of the current Juvenile CRIMES implementation. However, the DA's Office seeks to implement the adult software modules in CRIMES, and also share officer, civilian witness and victim information across both systems.

The primary reasons why Ciber is the best vendor for the Adult CTS:

- The Adult CTS must be compatible with the Juvenile CTS without requiring changes or increased costs to the Juvenile CTS. While offender information will be segregated between the systems, other modules will be identical.

- There would be significant cost savings to train attorneys and staff on one CTS program since there are frequent interoffice personnel transfers.

- Support-cost efficiencies will be realized to have the Juvenile CTS and Adult CTS share similar hardware and operating systems.

- One common database software and table design structure will allow for support-cost efficiencies for both the Juvenile CTS and the Adult CTS. This will allow for only one technology to be supported (Oracle). Only by having the same vendor for both systems can we insure that the database table design structure is the same.

- There will be future cost savings in software upgrades and maintenance because one vendor can support both systems and we will have economies of scale. Ultimately, both systems will be covered by the same maintenance agreement.

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- Both the Juvenile CTS and Adult CTS need to link to the Oregon Courts (OJIN) so they can automatically populate the databases with current court data. At present, the Juvenile CTS <u>does not</u> link to OJIN. For the Adult CTS they plan to invest in an OJIN link. If the Adult CTS were CRIMES, the investment there for an OJIN module would be applicable to the current Juvenile CTS.

- An agreement is in place for the propriety CRIMES software code to be placed in escrow. It is anticipated that Ciber will likewise agree that the CRIMES' adult-specific modules will be placed in escrow. Then, if the vendor fails to perform or abandons the product we will have access to the source code to enable us to maintain the programming.

- By utilizing Ciber as the vendor for the Adult CTS, the quantifiable items listed above would have one-time savings of approximately $61,000 and annual savings of $49,600

- The total of all the contracts with Ciber addressed by this exemption request will approximately be $875,000 and to cover two years.

c.   This exemption request is in accord with the requirements of Multnomah County Public Contract Review Board Administrative Rules AR10.140.
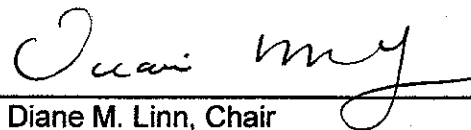
The Multnomah County Board of Commissioners, Acting as the Public Contract Review Board Orders:

The Contract with Ciber, Inc. for the implementation of an Adult Criminal Case Tracking system (CTS) for two years is exempted from the formal competitive bidding.

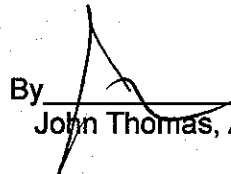ADOPTED this 4th day of April, 2002.

BOARD OF COUNTY COMMISSIONERS FOR MULTNOMAH COUNTY, OREGON, ACTING AS THE PUBLIC CONTRACT REVIEW BOARD

_____
Diane M. Linn, Chair

REVIEWED:

THOMAS SPONSLER, COUNTY ATTORNEY
FOR MULTNOMAH COUNTY, OREGON

By_____
   John Thomas, Assistant County Attorney

MEETING DATE:_____
AGENDA NO:_____
ESTIMATED START TIME:_____
LOCATION:_____

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: : PCRB EXEMPTION REQUEST TO CONTRACT WITH CIBER, INC. FOR THE IMPLEMENTATION OF AN ADULT CRIMINAL CASE TRACKING SYSTEM (CTS)

BOARD BRIEFING: DATE REQUESTED:_____
                                   REQUESTED BY:_____
                                   AMOUNT OF TIME NEEDED:_____

REGULAR MEETING: DATE REQUESTED: April 4, 2002_____

                                   AMOUNT OF TIME NEEDED: N/A_____

DEPARTMENT: DBCS_____   DIVISION: Finance/CPCA

CONTACT: Franna Hathaway_____   TELEPHONE #:   988-5111 X22651
                                           BLDG/ROOM #:   503/4th floor

PERSON(S) MAKING PRESENTATION:_____   Consent Calendar

ACTION REQUESTED:

[ ] INFORMATIONAL ONLY   [ ] POLICY DIRECTION   [X] APPROVAL   [ ] OTHER

SUGGESTED AGENDA TITLE:

PCRB EXEMPTION REQUEST TO CONTRACT WITH CIBER, INC. FOR THE IMPLEMENTATION OF AN ADULT CRIMINAL CASE TRACKING SYSTEM (CTS)

SIGNATURES REQUIRED:

ELECTED OFFICIAL:_____
(OR)
DEPARTMENT MANAGER:_____

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ (503) 988-3277 or email
deborah.l.bogstad@co.multnomah.or.us

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www.co.multnomah.or.us/da/

M E M O R A N D U M

To: Diane Linn County Chair

From: Michael D. Schrunk

cc: Franna Hathaway

Date: March 14, 2002

Subject: Request for formal exemption

The Multnomah County District Attorney seeks exemption from the formal request-for-proposal process so that we can enter into contract negotiations with Ciber, Inc., for the purpose of implementing an Adult criminal case tracking system (CTS). DACTS, our current Adult CTS, is 10 years old and resides on the county mainframe that is scheduled for decommissioning 10/01/03.

In the fall of 2000, Ciber acquired the company (Metamor Industry Solutions, Inc.) that supplied our CTS for the Juvenile department that was implemented 11/98. Metamor offered a selection of proprietary software modules designed to work together that collectively were called CRIMES. For the Juvenile CTS, the county published a RFP where two companies replied. The total budget for the Juvenile project was $807,000, of which $395,700 was paid to Metamor.

Current Oregon law requires that the juvenile offender data be segregated from the adult offender data. Thus, we cannot just "expand" the application of the current Juvenile CRIMES implementation. But our successful experience with Metamor (now Ciber) for the Juvenile project is illustrative of what we expect for the adult implementation. We seek to implement the adult software modules in CRIMES, and also share officer, civilian witness and victim information across both systems.

The county has already budgeted $1,546,700 for this project. For comparison, ISD estimates their cost to migrate our current CTS (without modifications) to another hardware platform at $1,236,000. This approach, however, does not allow the implementation of significant changes in our workflow that have developed over the last ten years. It would essentially entail duplicating screen-by-screen our current ten-year-old system with no functionality changes. Additionally, we would be forced to maintain our current database design, which has considerable constraints for timely and accurate reports. It would also require our office to support and train staff on two

distinct systems, and forgo the benefit of future enhancements in the adult system as the juvenile CTS vendor releases new versions. Furthermore, this estimate from ISD does not include yearly database and application maintenance, for which we presently spend approximately $90,000 annually. Finally, it does not include development of the critical link to the data we need that is maintained by the Oregon Courts (OJIN).

The contracts with Ciber will be comprised of both initial development and on-going maintenance. I estimate the initial software and related costs to be $800,000 and the yearly maintenance $75,000. It will take approximately 16 months to fully implement a new Adult CTS. Of the remaining project budget, $90,000 is budgeted for hardware, $60,000 for training, and $521,700 for design and project management, which includes four full-time employees for two years. (For comparison, during the Juvenile CTS implementation $216,000 was spent for design and project management directly to a third-party consultant and additionally the office invested approximately 4,000 hours of attorney and staff time for design and project management.)

The primary reasons why Ciber is the best vendor for the Adult CTS:
- The Adult CTS must be compatible with the Juvenile CTS without requiring changes or increased costs to the Juvenile CTS. While offender information will be segregated between the systems, other modules will be identical. For example, reports, audits, witness and victim information, and document generation tools would be easily shared between systems.
- There would be significant cost savings to train attorneys and staff on one CTS program since there are frequent interoffice personnel transfers. I estimate these savings to be $21,600 annually if we have the same program office-wide. (15 personnel changes a year @ 16 hours of training each @) $90/hour combined rate for both the trainer and trainee.)
- We will realize support-cost efficiencies to have the Juvenile CTS and Adult CTS share similar hardware and operating systems (both would be on Sun hardware and operating system software). These savings would be for both internal MIS staff and for outside maintenance agreements with software and hardware vendors. While we could insist that any ADULT CTS vendor make their application operate on Sun hardware, that is the hardware of choice of Ciber and completely supported by them. More importantly, implementing a security program and database maintenance schedule is simpler if the databases are similar in design across both the adult and juvenile systems. While difficult to quantify in dollars, this concept mirrors the County's plans to implement Sun and Unix across a myriad of agency applications.
- One common database software and table design structure will allow for support-cost efficiencies for both the Juvenile CTS and the Adult CTS. This will allow for only one technology to be supported (Oracle). Only by having the same vendor for both systems can we insure that the database table design

structure is the same because each vendor has a unique database design philosophy particular to their application. We currently pay Ciber $14,000 year for Oracle support on the Juvenile CTS. I estimate that Oracle support from a single vendor for both the Juvenile and Adult CTS to be $20,000. Separately, it would cost approximately $30,000. Thus, our cost savings would be $10,000 a year.

- Future cost savings in software upgrades and maintenance because one vendor can support both systems and we will have economies of scale. Ultimately, both systems will be covered by the same maintenance agreement. The more users covered by a maintenance agreement, the lower the cost is per user. Similarly, when changes need to be made to a shared module, the lower the cost is per user. For example, both CTS need to have current criminal statutes. We invested $8,000 to have the statutes inputted into a module for CRIMES for juvenile. We will be able to utilize this module for the adult system at no additional cost. Our on-going annual maintenance for this module is approximately $4,000. That would be doubled if we had to support a separate module for two different vendors. There are other modules that could be shared. I estimate one-time savings of $16,000 and annual savings of $8,000 if we share several modules from the same system.
- Both the Juvenile CTS and Adult CTS need to link to the Oregon Courts (OJIN) so we can automatically populate the databases with current court data. Because every vendor would need to customize a link to OJIN, we would pay for this important feature twice if we use two vendors. Presently, the Juvenile CTS <u>does not</u> link to OJIN and we are spending approximately $71,400 annually to hand-input the data. (The Juvenile link was not budgeted at time of implementation in 1998. If we lose the OJIN link functionality in the Adult CTS, it will cost us approximately $160,650 annually to hand input the data.) For the Adult CTS we plan to invest in an OJIN link. If the Adult CTS were CRIMES, the investment there for an OJIN module would be applicable to the current Juvenile CTS. It would cost approximately $45,000 more to custom build a Juvenile OJIN link than to utilize the Adult OJIN link, along with $10,000 annually in additional support costs.
- We have already negotiated an agreement for the propriety CRIMES software code to be placed in escrow. I anticipate that Ciber will likewise agree that the CRIMES' adult-specific modules will be placed in escrow. Then, if the vendor fails to perform or abandons the product we will have access to the source code to enable us to maintain the programming.
- Ciber is the only vendor in the CTS marketplace that is publicly traded and has over $600,000,000 in sales and 5,000 employees. There are many advantages to using a large vendor. Ciber has breath and depth of experience in a multitude of technology areas. For example, Ciber has the ability in-house to address the OJIN connectivity issue (as compared to ISD who would have to contract-out for

that functionality). Ciber is better prepared to weather economic and political changes since they have financial stability and many divisions with varied practice-focuses in the government sector.

By utilizing Ciber as the vendor for the Adult CTS, the quantifiable items listed above would have one-time savings of approximately $61,000 and annual savings of $49,600. However, much of the savings and efficiencies are not easily quantifiable, but are just as significant. Therefore, we are requesting an exemption from the formal request-for-proposal process and authority to immediately contract with Ciber. We expect the total of all the contracts with Ciber addressed by this exemption requested to be for approximately $875,000 and to cover two years.