

BOARD MEETING DATE: March 2, 2018

AGENDA NO. 9

**PROPOSAL:** Amend Contracts to Provide Systems Development Services for Legal Division Case Management System Development and Implementation

**SYNOPSIS:** SCAQMD currently has contracts with several companies for short- and long-term systems development, maintenance and support services. These contracts are periodically amended to add budgeted funds as additional needs are defined. This action is to amend one of the contracts approved by the Board to add additional funding of \$500,000 for development and implementation of a new web-based case management software system for the Legal Division.

**COMMITTEE:** Administrative, February 9, 2018; Recommended for Approval

**RECOMMENDED ACTIONS:**

1. Transfer and appropriate \$500,000 from the Undesignated (Unassigned) Fund Balance to Information Management's FY 2017-18 Budget, Capital Outlays Major Object, Capital Outlays account.
2. Authorize the Executive Officer to amend a contract for systems development services in the amount of \$500,000 with a Board-approved software development contractor for the development and implementation of a new web-based case management system for the Legal Division.

Wayne Natri  
Executive Officer

## **Background**

In 2013 an outside consultant conducted a management review of the Legal Division and recommended investing in technology to develop improved work tracking mechanisms.

In response to the consultant's recommendation an RFP was issued in September 2013 resulting in a December 2013 contract award and execution with Courtview Justice Solutions to purchase, customize, and implement a new case and document management software system that would be compatible with the SCAQMD's permitting, enforcement and imaging databases and that would track and manage assignments and generate work efficiency.

The system was implemented in February of 2016 and staff has since been utilizing this Case Management System (CMS) software in an attempt to satisfy their document and case management divisional needs. The Courtview software has failed to meet the specifications and requirements in the contract between SCAQMD and Courtview and has also failed to meet operating standards that would be held by a reasonable user. The most notable issues follow.

- Product does not support Internet Explorer browser as specified in contract
- Ad hoc Search and Reporting tool/feature does not work as specified
- The product has inconsistent and incorrect data and business rules
- Certain data entered does not propagate to related screens
- Errors continue and new anomalies emerge even two years post initial deployment of the software
- Frequent system slowdown that requires server resets to correct
- System upgrades fail to address missing functionalities and features that are critical to support the Legal Division's workflow and business process
- Awkward user interface is difficult to use and navigate
- System lacks multi-level user security and audit trail

The SCAQMD sent the vendor a letter on January 26, 2018, requesting that it provide, in writing, assurances that it will cure the specified breaches in the contract and provide a timeline for doing so. However, given the vital importance of the software to the Legal Office's operations, and the fact that the functional and technical representations made by the software vendor and reasonably expected by a user have not been fully realized, and based on the unique needs of our Legal Division, particularly as it relates to the SCAQMD's CLASS systems interface requirements, it is recommended that the Board authorize a replacement of the Courtview system in case the vendor does not cure its breaches. The new system will not be an off-the-shelf product, but will be developed in-house to meet the needs of the Legal Division.

System development and maintenance efforts are currently needed to develop and implement a CMS solution with CLASS system interfaces. This includes a business process model to validate the needed processes and workflow, a business intelligence module to satisfy the intermediate reporting requirements and a web-based application to fully support the defined business process. This new system development project will take approximately two years to complete and will be developed in phases where intermediate releases can potentially be deployed as fully functional software components.

There are contracts in place with AgreeYa Solutions, Prelude Systems, Sierra Cybernetics and Varsun eTechnologies for short- and long-term development, maintenance and support services. The current contracts are for one year with the option to renew for two one-year periods. Staff proposes to award the Legal Division's new CMS development project to one of the previously approved contractors through a Basic Ordering Agreement competitive bid process.

### **Proposal**

Staff is recommending that the Board authorize the Executive Officer to amend the contract of one of the previously Board-approved software development contractors to develop the new Legal Division web-based CMS application.

### **Resource Impacts**

Sufficient funding will be included in the current FY 2017-18 Budget upon approval of the transfer and appropriation of \$500,000 from the Undesignated (Unassigned) Fund Balance.