



County Executive Office
Memorandum

June 21, 2006

To: Bill Campbell, Chairman
From: Thomas G. Mauk, County Executive Officer
Subject: Exception to the Rule 21

RECEIVED
06 JUN 21 PM 3:45
CLERK OF THE BOARD
ORANGE COUNTY
BOARD OF SUPERVISORS

S106C

The County Executive Office is requesting a supplemental for the June 27, 2006 Board Hearing Meeting

Subject: Approve Software Agreement with Comcate, Inc.
District: All

Reason for supplemental: Requested by Supervisor Lou Correa.

Concur:



Bill Campbell, Chairman
Orange County Board of Supervisors

cc: Rob Richardson
Assistant to the County Executive Officer



**SUPPLEMENTAL AGENDA ITEM
AGENDA STAFF REPORT**

S106C

ASR Control

MEETING DATE: 06/27/06
LEGAL ENTITY TAKING ACTION: Board of Supervisors
BOARD OF SUPERVISORS DISTRICT(S): All Districts
SUBMITTING AGENCY/DEPARTMENT: County Executive Office
DEPARTMENT CONTACT PERSON(S): Satish Ajmani 834-2876
M. E. Fuelleman 834-6804

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ORANGE COUNTY
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SUBJECT: Approve Software Agreement with Comcate, Inc.

CEO CONCUR
[Signature]

COUNTY COUNSEL REVIEW
Approved Agreement as to Form
DHR

CLERK OF THE BOARD
Discussion

Budgeted: N/A **Current Year Cost:** N/A **Annual Cost:** N/A
Staffing Impact: No **# of Positions:** **Sole Source:** Yes
Current Fiscal Year Revenue: N/A
Funding Source: \$111,250 - Fund 038

Prior Board Action: N/A

RECOMMENDED ACTION(S)

1. Authorize the Purchasing Agent or his designee to issue Price Agreement N1000007996 for Customer Relationship Management Services with Comcate, Inc., effective June 27, 2006 through June 26, 2007, in an amount not to exceed \$32,250.
2. Authorize the Purchasing Agent or his designee, to renew Price Agreement N1000007996, consistent with Board procurement policy, under the same terms, conditions and scope of work, for four additional one-year periods, in an amount not to exceed \$19,750 per year, for a total five-year amount not to exceed \$111,250.

SUMMARY:

CEO/IT requests authorization to issue Price Agreement N1000007996 with Comcate, Inc. for the period June 27, 2006 through June 26, 2007 at a cost not to exceed \$32,250. The contract provides for the implementation of a web-based application through which the public and County employees can communicate to the Board of Supervisors and other designated County managers through the Internet. The requested application enables the County to manage requests for information or service, recommendations for change, complaints or general concerns regarding the County of Orange. CEO/IT also requests authorization to renew the contract for four additional one-year periods, in an amount not to exceed \$19,750 per year, for a total five-year contract cost of \$111,250.

BACKGROUND INFORMATION:

CEO/Information Technology (IT) requests authorization to issue Price Agreement N1000007996 to Comcate, Inc. to obtain Customer Relationship Management Services with Comcate's eFeedback Manager program. The proposed contract is for the period June 27, 2006 through June 26, 2007, renewable for four additional one-year periods. The first year cost is \$32,250, which includes set-up fees. The cost for each additional year is \$19,750, for a five-year total cost not to exceed \$111,250.

As the use of the Internet as a communications tool continues to grow so has the County's need for a coordinated means to improve public communications with the County. CEO/IT recommends the implementation of a web-based application through which the public and County employees can communicate to the Board of Supervisors and other designated County managers through the Internet. The requested application enables the County to manage requests for information or service, recommendations for change, complaints or general concerns regarding the County of Orange.

Specifically, the proposed solution will allow the County to:

1. Provide the ability to anonymously submit requests and information;
2. Generate auto-reply e-mails to confirm that the communication was received by the County;
3. Assign and track tasks and projects initiated by the public and employees;
4. Generate reports that highlight completed and outstanding actions;
5. Track actions through to completion.

A sole source contract with Comcate is requested. Other products were evaluated by CEO/IT staff, however Comcate provides the only stand-alone, ASP-hosted application that meets the County governmental requirement for Brown Act compliance. The cost for the Comcate product was also significantly less than other evaluated products as Comcate's product is a stand-alone solution. The others were bundled into larger, more expensive systems that provided applications that the County does not need.

The contract contains a limitation of liability clause limiting Comcate's liability to amount paid by the County. These language modifications are typical for the industry. The language modifications have been reviewed by CEO/Risk Management and have been determined to be acceptable for this type of low risk service.

The contract proposed in this agenda item contains language which permits reduction or termination of contracts immediately without penalty if approved funding or appropriations are not forthcoming. This contract is filling a critical service need and approval to proceed is recommended.

A copy of the contract is on file with the Clerk of the Board.

FINANCIAL IMPACT:

N/A

STAFFING IMPACT:

N/A

REVIEWING AGENCIES:

N/A

EXHIBIT(S):

N/A

ATTACHMENT(S):

N/A