DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☐ New ☐ OTR ☐ Sole Source ☑ Bid Waiver ☐ Emergency Previous Contract/Project No.

Contract

BW8523-5/17

☐ Re-Bid ☐ Other   LIVING WAGE APPLIES: ☐ YES ☑ NO

Requisition No./Project No.: RQET1700031   TERM OF CONTRACT 5 YEAR(S) WITH 5 YEAR(S) OTR

Requisition /Project Title: iNovah Contract Renewal

Description:

This initiative renews the iNovah Software maintenance & support agreement, currently used by the Clerk of Courts, Seaport and Water & Sewer Department. The contract also provides a framework for future acquisition of software and services, if needed.

Issuing Department: ITD   Contact Person: Guillermo Paneque   Phone: 305-596-8414

Estimate Cost: $1,552,520

	GENERAL	FEDERAL	OTHER
Funding Source:			Rev Gen

ANALYSIS

Commodity Codes:	920-45				

Contract/Project History of previous purchases three (3) years

Check here ☐ if this is a new contract/purchase with no previous history.

	EXISTING	OTR YEARs	3RD YEAR
Contractor:	N Harris Computer Corp	N Harris Computer Corp	N Harris Computer Corp
Small Business Enterprise:			
Contract Value:	$ 229,769.40	$ 224,658.00	$ 210,000.00

Comments: Values represent last 3-12-mo OTRs

Continued on another page (s): ☐ YES ☑ NO

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
SBE				

Basis of recommendation:

Signed: Jose Cedeno

Date sent to SBD: 1/30/2018

Date returned to DPM:

Revised April 2005

Appendix A

Service Level Agreement (SLA)

Miami-Dade County

Appendix A

<u>Service Level Agreement</u>

A.1 <u>SUPPORT AND MAINTENANCE SERVICES</u>

1. Licensor shall provide Support for Licensed Software that has been Accepted and installed in a production environment. If a problem is resolved by software programming change, the change will be included in an upcoming release of the software. A patch may be provided for critical problems in advance of a planned maintenance release.

    a) **Licensor Obligations:** Licensor shall provide the County with the following support and maintenance services for the products licensed by the County:

    i   Provision of known error corrections by delivery of available patches via electronic communication and for download via the Internet.

    ii Provision of available minor updates (bundling of several error corrections in one version) for download via the Internet.

    iii Provision of available medium upgrades (version with additional / enhanced functions) for download via the Internet.

    iv Provision of available major upgrades (version with substantially enhanced volume of functions).

    v   Information via electronic communication (email) when new minor/medium/major updates are available.

Licensor further agrees that all future releases or upgrades will NOT change or override any existing/current system settings or configuration without the written consent of the County.

    b) **Support Request Process:** In order to initiate the support process, the County is required to notify the Licensor's Client Services of a support request by phoning support or by sending an email. In the future, a Web Portal Ticketing Tool will be available. In either case, the County will receive a Case Reference Number for tracking the progress of the support request.

    i   All County support requests must include at a minimum: organization name, contact person, software product and version, module and/or menu selection, nature of issue, detailed description of the question or issue and any other pertinent information.

    ii Requests should also include a classification according to the following priority and error definitions:

a) *Urgent Priority (Severity 1):* The total unavailability of the production application, or a repeatable malfunction within the production application causing impact to business operation if not promptly restored.

b) *High Priority (Severity 2):* Reproducible issues that affect the functioning of components within the application, or data inconsistencies with no work around available.

c) *Medium Priority (Severity 3):* Reproducible or intermittent Issues that affect the functioning of components within the application, or data inconsistencies. Workaround available.

d) *Low Priority (Severity 4):* Requests for information, assistance on application capabilities and other requests that do not fit the criteria for Severity 1, Severity2 or Severity 3.

iii   A support analyst will record the request into the support tracking system. The County will receive a case number for issue tracking.

iv   The request will be logged to a queue and the first available support analyst will be assigned to work the support request with the County.

a) *While the support analyst investigates the issue, the County will be contacted for additional information, advised of issue status and course of action for resolution.*

b) *Should the support request uncover a product defect, the issue will also be logged into the development tracking system. Along with the case number, the County will also receive a bug number. At this time, the support case will be placed in a deferred state. The case will reference the bug number. Issues escalated to development will be scheduled for resolution in a future software maintenance release. The resolution timeline is dependent on the nature and complexity of the defect.*

c) *Should the support request uncover new feature/functionality, the request will be logged into the development tracking system. Along with the case number, the County will also receive a change request number. At this time, the support case will be placed in a deferred state. The case will reference the change request number.*

d) *The County shall have the right to contact the support department at their convenience for a status update on any and all support requests.*

2. **Client Designated Support Contacts:** COC, SEA and WASD will assign two (2) named resources, a primary and a backup, to be designated support contacts responsible for:

A. Assisting with the support relationship between the Licensor and the County

B. Initiating and managing the priority case handling process

C. Distributing proactive notifications to the County's end users (as applicable)

D. Ensuring appropriate follow up and feedback from the County's end user

E. Ensuring that a communication link is operational for remote troubleshooting purposes; direct internet, virtual private network (VPN), remote access server (RAS)

A.2 SERVICE LEVELS

1. **Response Time:** The Licensor ensures the following response times (via phone or e-mail) to the County:

Severity Levels	Response Time
Severity 1	1 – 4 Business Hours
Severity 2	1 – 2 Business Days
Severity 3	1 – 5 Business Days
Severity 4	1 – 10 Business Days

A. Response times are not applicable during office closure for published holidays, or natural disasters, and/or other exceptional unplanned events.

B. Licensor does not guarantee case resolution during the response time, only acknowledgement of the support request.

A.3 CONTACT INFORMATION AND SUPPORT HOURS

1. **Contact Information**

   Phone: 800.963.5000 x2

   Email: clientservices@systeminnovators.com

2. Support Hours

   Monday thru Friday 8am – 8pm Eastern Time

A.4 PAYMENTS

All Support and Maintenance Services under this Agreement shall be invoiced annually at the rates delineated in Appendix B.

A.5 THIRD-PARTY SUPPORT

This section provides information to the County on the standard coverage and the services which are included in annual maintenance with regard to third-party software support (if applicable). This section serves as a guideline for the support department.

800 telephone support – first line phone support for troubleshooting (more complex issues will be escalated to the actual third party vendor of the product)

  a) "On call" after hours support (scheduled assistance for installations, upgrades and other special projects – there may be charges depending on the Scope of Services)

  b) Technical troubleshooting

  c) Limited training questions (15 minute guideline)

  d) Support provided for installed database issues (30 minute guideline)

  e) Web Service installation and connection to database assistance

  f) Updating system to support new versions of licensed applications

A.6 HOLIDAY SCHEDULE

Licensor's Support Services will be closed on designated days as outlined below. An asterisk * next to the holiday indicates that the Licensor's office is closed; however, County support is available:

New Year's Day	Closed
President's Day (Observed)	Closed
Memorial Day (Observed)	Closed
4th of July (Observed)	Closed
Labor Day	Closed
Columbus Day *	Closed
Thanksgiving Day	Closed
Day after Thanksgiving *	Closed
Christmas Day (Observed)	Closed
Day after Christmas *	Closed

A.7 ESCALATION PROCESS

This escalation process was implemented to ensure that County issues are handled in an efficient and timely manner. If at any time the County is not completely satisfied with the handling of the support request, contact the Licensor's Support Department managers as denoted in the following escalation steps:

A. Contact the analyst working the issue

- o Call 800.963.5000 x2. Ask for the analyst by name.

B. Contact the Manager of Support

- o Jonathan Huber
    - Office: 904-281-9090 x 72308
    - Mobile: 904-679-1681
    - Email: jhuber@systeminnovators.com

C. Contact the Vice President of Support

- o Terry Bechtel
    - Office: 904-281-9090 x 72509
    - Mobile: 904-515-8443
    - Email: tbechtel@systeminnovators.com

D. Contact the Executive Vice President of Licensor

- o Jeffrey Sumner
    - Office: 904-281-9090 x72504
    - Mobile: 904-334-6610
    - Email: jsumner@systeminnovators.com

Appendix B

Price and Payment Schedule

Miami-Dade County

Appendix B

Pricing and Payment Schedule

B.1   SUPPORT AND MAINTENANCE FEES

Total Contract Value

The total value of this contract over the ten (10) year period is **$1,522,517.32**. This includes the initial five (5) year term, valued at $718,999.66, and the five (5) year optional renewal period, valued at $833,517.66.

Department	Support & Maintenance		Total
	Initial Term	**Renewal Term**	
COC	$ 451,862.36	$ 523,832.32	**$ 975,694.69**
Seaport	$ 26,910.05	$ 31,196.12	**$ 58,106.16**
WASD	$ 240,227.25	$ 278,489.22	**$ 518,716.46**
Total	**$ 718,999.66**	**$ 833,517.66**	**$ 1,552,517.32**

1. Support and Maintenance Fees for the initial five-year term by Department are:

Year	Support & Maintenance			Total
	COC	**Seaport**	**WASD**	
1	$85,110.34	$5,068.63	$45,247.90	**$135,426.87**
2	$87,663.65	$5,220.69	$46,605.34	**$139,489.68**
3	$90,293.56	$5,377.31	$48,003.50	**$143,674.37**
4	$93,002.37	$5,538.63	$49,443.60	**$147,984.60**
5	$95,792.44	$5,704.79	$50,926.91	**$152,424.14**
Total	**$451,862.36**	**$26,910.05**	**$240,227.25**	**$718,999.66**

2. Support and Maintenance Fees for the optional five-year renewal by Department are:

Year	Support & Maintenance			Total
	COC	**Seaport**	**WASD**	
6	$98,666.21	$5,875.93	$52,454.72	**$156,996.86**
7	$101,626.20	$6,052.21	$54,028.36	**$161,706.77**
8	$104,674.99	$6,233.78	$55,649.21	**$166,557.97**
9	$107,815.23	$6,420.79	$57,318.69	**$171,554.71**
10	$111,049.69	$6,613.41	$59,038.25	**$176,701.35**
Total	**$523,832.32**	**$31,196.12**	**$278,489.22**	**$833,517.66**

3. Annual increase for Support and Maintenance Fees shall be limited to a maximum of three (3) % over the previous year's fee.

B.2 ADDITIONAL SERVICES

1. LICENSOR'S RATES FOR PROFESSIONAL SERVICES

Licensor's contract rates for Professional Services are as follows:

Professional Services Rates	Hourly Rate
Project Manager	$220.00
Developer	$220.00
Business Analyst	$180.00
Trainer	$180.00
DBA / System Engineer	$180.00

2. SOFTWARE DISCOUNT

The Licensor shall extend a 30% discount to the County on all future purchases of software licenses and/or system enhancements. Licensor's Price List is provided in Appendix D.

Appendix C

Vendor Form – Payment Application

Miami-Dade County

Vendor Form –

Payment Application

Licensor providing **payment applications/services** to Miami-Dade County must be in accordance with Article 47 of Contract No. XX.   Licensor must fully complete this form and submit their official compliance documentation to Miami-Dade County.

Vendor Information

Vendor Company Name:			
Vendor Primary Contact:		Job Title:	
E-Mail:		Telephone:	
Business Address:		City:	
State/Provence:		Country:	
Postal Code:		URL:	

PA-DSS Validated Payment Application

Payment Application Name:	
Application Version Number:	

Application Details

Location(s) where application was installed	Type of Application installed	Number of Systems installed	Date installed

Implementation Approach

This Implementation Statement confirms that:	
The validated payment application was installed in accordance with the PA-DSS Implementation Guide. Respond Yes or No. If response is "No", please provide a brief explanation.	

PA-DSS Implementation Guide and Training Materials

Date and version of the PA-DSS Implementation Guide used during the installation of the payment application. Provide a copy of the Implementation Manuals.	

Remote Access

Is remote access into their network configured as follows:	
Remote access to the payment application requires two-factor authentication?	
Remote access implemented securely?	

Network Configuration

Are any external connections required by the payment application?	

Sensitive Authentication Data (SAD)

Is the application configured to ensure that sensitive authentication data (including full track data, card verification codes/values and PIN or PIN block) is not stored after authorization, even if encrypted?	

Accounts and Passwords

Is strong authentication configured for all application administrative accounts and for all application accounts with access to cardholder data?	

Wireless

Does the payment application use wireless technology?	

Completed By:_____

Department Review:

Name: _____

Title: _____

Phone #: _____

Date: _____

Copy of this document must be provided to Finance along with Memorandum requesting approval for MID

Appendix D

Licensor's Price List

Miami-Dade County

System Innovators MDC Product Price List 2018

Product	Unit	Amount	MDC Price
Analysis and Design Services	1 Hour	$ 180.00	$ 180.00
APG 4000 Series 18 x 16 Cash Drawer with till and locking cover	1 Unit	$ 235.00	Priced when ordered
AR Module	1 License	$ 50,000.00	$ 35,000.00
AR Module - Support	Single License	$ 12,500.00	$ 8,750.00
Business Analysis Services	1 Hour	$ 180.00	$ 180.00
Canon CR-120 Imager with OCR and MICR	1 Unit	$ 895.00	Priced when ordered
Cognitive/TPG A776 USB/Serial Receipt/Slip/ Printer no MICR	1 Unit	$ 560.00	Priced when ordered
Consulting Services	1 Hour	$ 220.00	$ 220.00
Credit Card Interface Elavon	1 License	$ 30,000.00	$ 21,000.00
Credit Card Interface Support	Single License	$ 7,500.00	$ 5,250.00
Deploy, deployment to production and go-live	1 Hour	$ 180.00	$ 180.00
Deployment Services	1 Hour	$ 180.00	$ 180.00
Development and Configuration of iNovah and Interfaces	1 Hour	$ 220.00	$ 220.00
eCommerce Module	Single License		Priced when ordered
Extended Support Services	1 Hour	$ 180.00	$ 180.00
File Export	1 License	$ 15,000.00	$ 10,500.00
File Export - Support	Single License	$ 3,750.00	$ 2,625.00
File Import	1 License	$ 15,000.00	$ 10,500.00
File Import - Support	Single License	$ 3,750.00	$ 2,625.00
Fixed Price Travel $2,000 Per Trip	1 Trip	$ 2,000.00	$ 2,000.00
Fixed Price Travel $2,500 Per Trip	1 Trip	$ 2,500.00	$ 2,500.00
Fixed Price Travel $3,000 Per Trip	1 Trip	$ 3,000.00	$ 3,000.00
Fixed Rate Travel 1 Trip	1 Unit	$ 2,500.00	$ 2,500.00
GL Batch Interface	1 License	$ 15,000.00	$ 10,500.00
GL Batch Interface - Support	Single License	$ 3,750.00	$ 2,625.00
Image Cash Letter	1 License	$ 30,000.00	$ 21,000.00
Image Cash Letter - Support	Single License	$ 7,500.00	$ 5,250.00
Initiation, kickoff and planning	1 Hour	$ 220.00	$ 220.00
iNovah ERM - Additional 100,000 Receipts	1 License	$ 25,000.00	$ 25,000.00
iNovah Remote Upgrade Services	1 Hour	$ 180.00	$ 180.00
Instructor Led Training Services	1 Hour	$ 180.00	$ 180.00
Integration Development Services	1 Hour	$ 220.00	$ 220.00
On-Site Support Services	1 Hour	$ 180.00	$ 180.00
Project Management Services	1 Hour	$ 220.00	$ 220.00
Real-time Interface - High Complexity	1 License	$ 40,000.00	$ 28,000.00
Real-time Interface - High Complexity - Support	Single License	$ 10,000.00	$ 7,000.00
Real-time Interface - Low Complexity	1 License	$ 20,000.00	$ 14,000.00
Real-time Interface - Low Complexity - Support	Single License	$ 5,000.00	$ 3,500.00
Real-time Interface - Medium Complexity	1 License	$ 30,000.00	$ 21,000.00
Real-time Interface - Medium Complexity - Support	Single License	$ 7,500.00	$ 5,250.00
Report - Support	Single License	$ 5,000.00	$ 3,500.00
Testing Services	1 Hour	$ 180.00	$ 180.00
Testing, integration, functional and user accpetance testing	1 Hour	$ 180.00	$ 180.00
Time and Materials Services	1 Hour	$ 220.00	$ 180.00
Train the Trainer Training Services	1 Hour	$ 180.00	$ 180.00
Training, Administratiion and end-user training	1 Hour	$ 180.00	$ 180.00
Transition, go-live support and transition to client services	1 Hour	$ 180.00	$ 180.00

Miami-Dade would receive existing client discounts on licenses and support and maintenances as shown