

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New Contract OTR Sole Source Bid Waiver Emergency Previous Contract/Project No. SS8485-0/15
 Re-Bid Other LIVING WAGE APPLIES: YES NO
 Requisition No./Project No.: RQFN1500009 TERM OF CONTRACT: 5 YEAR(S) WITH YEAR(S) OTR

Requisition /Project Title: CREDITRON SOFTWARE MAINTENANCE AND SUPPORT SERVICES

Description: To establish a legacy contract for the Miami Dade County Finance, Tax Collector's Office to purchase continued ItemAge software maintenance support, and professional services for their existing fast payment processing equipment (iTRAN).

Issuing Department: ISD Contact Person: Margaret Brown Phone: 305 375 4914
 Estimate Cost: \$114,000 Funding Source: GENERAL Proprietary FEDERAL OTHER

ANALYSIS

Commodity Codes:	<u>920-45</u>			
Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.				
	EXISTING	2ND YEAR	3RD YEAR	
Contractor:	<u>Netvantage Inc. d/b/a Crec</u>			
Small Business Enterprise:				
Contract Value:	<u>\$200,098.00</u>	<u>\$</u>	<u>\$</u>	

Comments:

Continued on another page (s): YES NO

RECOMMENDATIONS

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

Basis of recommendation:

Signed: Margaret Brown Date sent to SBD: September 4, 2015
 Date returned to DPM:



INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES

Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	Finance, Tax Collector		
Contact Person:	Peter Cam	Phone Number:	305-375-5570
Requisition No.:		Estimated Value:	\$200,000.00
Proposed Vendor:	Crediftron aka Netvantage		
Previous Contract Number:	SS8485-0/15	Previous Contract Value:	\$200,098.00

Purpose of the Purchase
Please describe your minimum requirements and the benefits of making the acquisition.

Continued maintenance support and enhancements for automated payment processing software (Crediftron/Netvantage) that operates the high speed tax payment processing hardware in the Finance Department Tax Collector's Office. System enhancements are periodically required by changes in State Statutes or by our Tax System vendor following procedural updates. This existing software has been in place and enhanced over the past 15 years; the most recent major enhancements were required as a result of the implementation of a new tax collection and billing system in June 2013.

The fast payment solution provided by the hardware/software combination currently in use allows the Tax Collector's Office to process payments of over \$1.5 billion for ad valorem, local business tax and vehicle, vessel and mobile home registration annually. It is in the best interest of the County to continue the maintenance of said software to prevent any possible break on support at the end of the current contract period; this is the highest processing time of the year when ad-valorem tax payments are due.



**INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES**

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

The Finance Department Tax Collector's Office requires continued software maintenance for currently installed software running on existing hardware. At this time, there are no plans to upgrade or change the hardware; therefore, there is no need to change the software. The current contract for software maintenance services is expiring; we are requesting that it be renewed. This software that we already have in place has been enhanced over many years and perform to our satisfaction and requirements. Software enhancements and maintenance services provided by the vendor have always been timely and of high quality

The fast payment solution provided by the hardware/software combination currently in use allows the Tax Collector's Office to process payments of over \$1.5 billion for ad valorem, local business tax and vehicle, vessel and mobile home registration annually. It is in the best interest of the County to continue the maintenance of said software to prevent any possible break on support at the end of the current contract period; this is the highest processing time of the year when ad-valorem tax payments are due

Market Research

Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

As this request is to continue software maintenance of installed software which runs the existing payments processing hardware in the Tax Collector's no market research was conducted.



INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES

Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

When replacement payment processing hardware becomes necessary, new or upgraded software and maintenance services will be required for the Tax Collector's Office. An RFP will be prepared at that time inviting vendors to submit bids for these services.


Department Director's Approval

8/24/15
Date Approved

Non-Competitive IT Project Review

Directions for Completion: Departments requesting a non-competitive project review for new or existing Information Technology (IT) Systems are required to complete this questionnaire along with the appropriate Bid Waiver/Sole Source Justification Form. The response and explanation fields are to be fully completed to provide all background on the project. Please be as specific as possible and provide all backup documentation, doing so will expedite the review of your project.

The answers provided in the response field shall be according to the following format:

- "Y" – Yes
- "N" – No
- "N/A" – Not applicable

Current Contract Information:	
<u>Questions:</u>	<u>Response:</u> <u>Explanation:</u>
When and how was the IT software/hardware initially purchased by the County? (Please provide contract number, award info, and applicable documentation)	2000 New software was required as a result of Y2K
When does the current contract expire?	11/30/2015 N/A
If the contract has expired, how are/have you been maintaining the IT hardware/software? (Provide explanation and documentation if applicable)	N/A N/A
Was maintenance and support included in the current contract? If no, why not? Did it include assistance with transition to a new system?	Yes
What other applications does the System integrate/interface with?	Yes TaxSys, which is our Tax Collection and Billing system that handles \$4.6 million in ad valorem taxes, local business taxes and vehicle, vessel and mobile home owners for 800,000 owners. The system also interfaces with the State of Florida's Real time Vehicle information system (FRVIS). Furthermore, the system interfaces with FAMIS, the County's automated general ledger system.

Non-Competitive IT Project Review

<p>If a new system were deployed would it still be necessary to support the current system in parallel? How long would the legacy system need to be maintained and operational? Could historical data be stored in a data warehouse? What would be the cost?</p>	<p>Yes</p>	<p>This is processing software for ad valorem taxes, local business taxes, vehicle, vessel and mobile home registration renewals that runs on our high speed payment processing machines. The legacy system will need to be maintained and operational until the statute of limitations has been reached, (See attachment). This is not for data warehouse purposes. It will not be storing data from multiple heterogeneous sources that support analytical reporting, structured and/or ad hoc queries. It is only used as a Document-Orientated database to store scanned images. No market research has therefore been performed.</p>
<p>What is the purpose of this IT hardware /software? What is the expected life cycle?</p>		<p>Software runs the fast-processing payment equipment used in the Tax Collector's Office. This request is for the continuation of the contract for said software maintenance and maintenance services including enhancements as and when required. Life cycle is five to ten years.</p>
<p>Is this product an integral part of the County / Department's technical infrastructure? Does it perform system critical functions? If so, what?</p>	<p>Yes</p>	<p>Software runs the Tax Collector's high speed payment processing equipments. It is highly customized software, with enhancements continually made over the past 15 years. The Tax Collector's Office processes over \$1.5 billion annually in ad valorem, local business tax and vehicle, vessel and mobile home registration tax payments on this software.</p>
<p>Are these solutions delivered through the Original Equipment Manufacturer (OEM) support? If no, is it delivered through authorized reseller or dealers?</p>	<p>No</p>	<p>The current software running on the Tax Collector's high speed payment processing hardware was purchased 15 years ago.</p>
<p>On the current contract, is the User Access Program (UAP) and Inspector General being collected?</p>	<p>Yes</p>	
<p>Does the current contract require insurance? (Note: Any vendor required to come onto County property is required to have insurance throughout the term of the Agreement.)</p>	<p>Yes</p>	<p>Vendor periodically comes on site but rarely</p>

Non-Competitive IT Project Review

Have you encountered any issues during the contract term regarding performance or compliance?	No	Performance is excellent
Have you been satisfied with the performance of the vendor to date?	Yes	Excellent vendor services
Market Research:		
Questions:		
Are there available equivalents to the product or service you are requesting for this new project? <i>(Please provide documentation regarding your Department's market research)</i>	N/A	Explanation: This is a request for continued maintenance on existing software that runs on the Tax Collector's fast payment processing equipment.
If there are available equivalents, why do these products not meet your needs? What are the differences? <i>(Please be as specific as possible to provide sufficient detail to justify your request.)</i>	N/A	The Tax Collector's Office is looking to extend the contract for maintenance of installed customized software that has been operating in our equipment for over 15 years. For the past 15 years, this software has been continually enhanced and customized.
Can the vendor meet your long term needs? What research has been conducted to verify their ability to meet your expectation? <i>(Please provide documentation, as applicable, to show your findings)</i>	Yes	Tax Collector's Office believes that the vendor can continue to meet our needs. For the 15 years they have continuously meet our needs and expectations. The Tax Collector's Office is looking to extend the contract for maintenance of installed customized software that has been operating in our equipment for over 15 years. Therefore, no market research has been performed.
What other vendors offer systems capable of providing the County with a solution?	N/A	Software was purchased and installed separately from hardware.
Are these solutions delivered through the Original Equipment Manufacturer (OEM) support or is it delivered through authorized reseller or dealers.	No	

Non-Competitive IT Project Review

<p>Are dealers required to complete a certification program or are they restricted to levels of support set up by the vendor/mfg? (i.e. gold plan vs. platinum plan – gold allows vendor to maintain equipment but they do not have access to software upgrades or new system implementations. Platinum allows vendors to complete new product installs and all other support).</p>	N/A	Vendor alone provides software and maintenance support
<p>What level support does the County require for this new project?</p>	N/A	Not a new project
<p>Are there other systems currently employed by the department / County that are similar that could provide a solution?</p>	No	
<p>If a new system were deployed would it still be necessary to support the current system in parallel?</p>	Yes	<p>The current system would need to be supported until a complete document migration to the new system were accomplished, assuming that such a migration/conversion could be achieved.</p>
<p>How long would the legacy system need to be maintained and operational?</p>		<p>Please see attached schedule of retentions as per Florida State Statute</p>
<p>Could historical data be stored in a data warehouse? What would be the cost?</p>	No	<p>This is not for data warehouse purposes. It will not be storing data from multiple heterogeneous sources that support analytical reporting, structured and/or ad-hoc queries. It is only used as a Document-Oriented database to store scanned images.</p>

Non-Competitive IT Project Review

Has the replacement system been reviewed and approved by the IT Leadership Council?	N/A	A new system is not required at this time. We are requesting to continue contract for maintenance of existing software.
New Project Information:		
Questions:	Response:	Explanation:
What are the business goals and objectives of this new project? (Please be specific)	N/A	<u>None of the following questions in this section are applicable as this is not a new project</u>
What contract term would you like established? (Initial term plus any renewals)	N/A	N/A
What allocation is requested on this new project? What is the basis of the allocation request? (i.e. Vendor quote, market research, etc)	N/A	
Please provide documentation if applicable.	N/A	N/A
What is your funding source(s) for this new project?	N/A	N/A
Is this a grant funded project? If so, please provide grant documentation outlining the expiration date and requirements.	N/A	N/A
What budget year is it scheduled for?	N/A	N/A
Is the allocation enterprise or department based?	N/A	N/A
Scope Information:		
Questions:	Response:	Explanation:
Please provide a high level overview as to the scope of this project. A defined scope of work is to be provided with your submission.	N/A	Not a new project

Non-Competitive IT Project Review

What is your Project Timeline?	N/A	Not a new project
What are the roles and responsibilities of the vendor?	N/A	Not a new project
What are the roles and responsibilities of the County?	N/A	Not a new project
Software Acquisitions:		
Questions:	Response:	Explanation:
Is this a replacement of an existing software/system?	No	The Tax Collector's Office is looking to extend the contract for maintenance of installed customized software that has been operating in our equipment for over 15 years.
Is the software perpetual? If so, please provide a copy of the license agreement with your submission.	No	
Do you require professional services on the new contract? (i.e. Training, custom programming, consulting)	Yes	Occasional custom programming, consulting and trouble shooting.
How is the software licensed? (i.e. Per User, Enterprise, Concurrent User, Site)		One site license only for the complete Tax Collector's Office operation.
How many users?	N/A	
Do you want/need the new contract to provide the option to purchase additional licenses or services during the term?	Yes	Tax Collector's Office may need additional programming, enhancements and upgrades during the life of the software.
Do you require training for users on the new contract? How many users are to be trained? Levels?	Yes	Tax Collector's office will require professional services within the contract, following software upgrades along with stipulated training costs per hour.
Where is the software hosted?		In-House
Do you have a disaster recovery plan? If no, is the vendor required to provide collocation under the new contract?	Yes	Off-site. Daily backups of server and files are performed nightly

Non-Competitive IT Project Review

What are your long term plans with the system?	There are no current plans for hardware or software replacement. Tax Collector's Office expects to continue using this software for the foreseeable future as it meets the needs and can be customized when needed. It operates well on the existing hardware.	
Do you have the source code?	No	
Would you like software escrow added to the new contract?	No	
What is the life expectancy of the software? What value does this project provide to your department?	For the foreseeable or until the decision is made to replace payment processing hardware/software. The Tax Collector's Office relies on this software for \$1.5 billion in annual ad valorem, local business tax and vehicle, vessel and mobile homes registration payments, research and payment verification and daily check file deposit via Check 21.	
Hardware Acquisitions:		
Questions:		
Was maintenance and support included in the original contract? If not, why?	N/A	Explanation:
Did it include assistance with transition to a new system?	N/A	This request is not for hardware acquisition or replacement.
Is this product an integral part of the County / Department's technical infrastructure?	N/A	
What are the requirements for maintenance and support under the new contract?	N/A	
Will the vendor be required to come onto County property to provide technical support/assistance? If not, how will this be accomplished?	N/A	

Non-Competitive IT Project Review

What level of support is required by your Department under the new contract? (i.e. 24x7, onsite repair, parts, etc.)	N/A
Does it perform system critical functions? If so, what?	N/A
What would be the effect to the County if the maintenance / support services were not obtained?	N/A
What other systems does the hardware integrate/interface with?	N/A
Will the new contract require the vendor to maintain these integrations/interfaces with these systems also?	N/A
What is the life expectancy of the hardware?	N/A
What value does this project provide to your department?	N/A
Do you need to have the ability in the new contract to purchase additional hardware components, parts, or services? If so, please provide a detailed explanation as to your Department's requirements.	N/A

Sales Quote

Date	Estimate #
8/27/2015	E3407

Creditron

15800 Crabbs Branch Way
 Suite 210
 Rockville, MD, 20855
 301.721.9515 fax
 888.721.9510 ph
 800-704-8777

Bill To
Cesar Flores Miami-Dade County Tax Collector- IAX 111 NW 1 Street, Suite 2620 Miami FL 33128 United States

Ship To
Cesar Flores Miami-Dade County Tax Collector- IAX 200 NW 2nd Ave., 2nd Floor Miami FL 33128 United States

Expires	Sales Rep
9/26/2015	George Santos

Item	Qty	Description	Rate	Amount	Tax R...
MT-SWMAIN	1	Software Maintenance - Includes A2ia - 2/1/16 - 1/31/17	21,748.44	21,748.44	
MT-SWMAIN	1	Software Maintenance - Includes A2ia - 2/1/17 - 1/31/18	22,183.41	22,183.41	
MT-SWMAIN	1	Software Maintenance - Includes A2ia - 2/1/18 - 1/31/19	22,627.08	22,627.08	
MT-SWMAIN	1	Software Maintenance - Includes A2ia - 2/1/19 - 1/31/20	23,079.62	23,079.62	
MT-SWMAIN	1	Software Maintenance - Includes A2ia - 2/1/20 - 1/31/21	23,541.21	23,541.21	
Subtotal		Software Maintenance - 5 Year Subtotal - Includes 2% Increase each year		113,179.76	
		Should the county wish to employ the Licensor for projects or services outside of the software maintenance program, all work performed will be billed as defined in the below rate schedule along with the mutually agreed upon cost proposal submittal:			
		Position	Cost		
		Cust Support Rep/Jr. Dev -	\$150 per hour		
		Senior Developer -	\$200 per hour		

