ALAMEDA COUNTY COMMUNITY DEVELOPMENT AGENCY
HOUSING AND COMMUNITY DEVELOPMENT DEPARTMENT

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Agenda _____ July 1, 2008

June 17, 2008

Honorable Board of Supervisors
Administration Building
1221 Oak Street
Oakland, CA 94612

Dear Board Members:

**SUBJECT: AUTHORIZE AMENDMENT TO CONTRACT # 1390 WITH
BOWMAN SYSTEMS L.L.C. FOR HOMELESS MANAGEMENT
INFORMATION SYSTEM**

RECOMMENDATION:

It is recommended that your Board authorize the President of your Board to execute an amendment to contract # 1390 with Bowman Systems L.L.C (Robert Bowman, Principal, Shreveport, Louisiana) not to exceed $110,000 in annual expenditures for the provision of ServicePoint data collection software, hosting and reporting tools in compliance with a federal mandate for Homeless Management Information System (HMIS) for the life of the contract.

DISCUSSION:

In 2000, U.S. Department of Housing and Urban Development (HUD) issued a mandate dictating that every community in the country that receives any HUD homeless-targeted funding implement an automated homeless data collection system by October 2004 or risk losing federal funds. In response to that mandate, the Alameda Countywide Homeless Continuum of Care Council (Council) selected ServicePoint by Bowman Systems L.L.C. as its software database tool for collecting and storing the mandatory data elements. Selection of ServicePoint was made after a thorough product performance evaluation of similar available off-the-shelf proprietary software products, reaffirmed in 2003, and was initially implemented in February 2004.

In May 2004, Alameda County Housing and Community Development Department (HCD) was asked by the Council to apply for a Supportive Housing Program (SHP) grant from HUD for the implementation of ServicePoint to twenty-four (24) agencies countywide. In January of 2005, HUD announced the funding of HCD's grant application for Information about Homelessness, Outcomes, and Service Engagement (InHOUSE), with Alameda County's HMIS using ServicePoint. The application and grant agreement specifically call for and fund the utilization of the ServicePoint software package. Consistent with the community-wide decision and the HUD

contractual requirements, your Board approved a sole source contract effective September 2005 with Bowman Systems L.L.C. for the renewal and purchase of licenses, reporting tools, hosting, and mandatory security features. The original contract included an annual service renewal as long as not terminated by either party. With the funding allocated to this vendor nearly exhausted, HCD is requesting to renew expending up to $110,000 annually. Purchase of specific quantities may be modified over the course of the contract year to reflect the exact needs of Alameda County providers, not to exceed the contract amount of $110,000 annually, which is the projected annual cost based on historical expenditures. This extension extends the term and expenditures provided that HUD continues to renew the grant award to HCD.
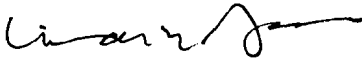
SELECTION CRITERIA AND PROCESS:

In 2000, the Countywide Homeless Continuum of Care Council and its membership undertook a detailed analysis and review process of numerous software databases available at that time for use as an Homeless Management Information System (HMIS). Following the review and analysis, ServicePoint was selected as the product that best met the needs and criteria established by the community. In January 2003, HUD commissioned a technical review and ranking of HMIS products by an independent, non-conflicted third party, which also ranked ServicePoint by Bowman Systems L.L.C. highest of all reviewed products in three categories and in the top four in six other categories. Community-based providers began entering data into the ServicePoint in June 2005 and have nearly 14,000 unduplicated clients records in the ServicePoint system to date, making it cost prohibitive to use other vendors for this project.

FINANCIAL CONSIDERATIONS:

The InHOUSE HMIS system is supported through HUD SHP grants renewed annually. The grant requires matching funds which have been committed by cities across the County (Alameda, Berkeley, Fremont, Hayward, Livermore, Oakland, Pleasanton, San Leandro, Union City, Albany, Dublin, Emeryville, Newark, and Piedmont) and the County itself. Funds are already included in CDA's 2007/08 budget and in CDA's MOE budget for 2008/09. There is no additional Net County Cost as a result of this action.

Very truly yours,

Chris Bazar, Director
Community Development Agency

Cc: County Administrator
Auditor-Controller
County Counsel
CDA Finance Director

The purpose of this letter is to provide for the renewal and extension of the Service Agreement portion of that certain Service Point™ License and Service Agreement executed by and between Bowman Systems L.L.C., formerly known as Bowman Internet Systems, L.L.C., ("Bowman") and <u>Alameda County Housing and Community Development</u> ("CLIENT") dated as of <u>September 23, 2005</u> (the "Agreement") pursuant to which Bowman provides to Client certain intranet, programming, and implementation services as provided therein. Bowman and CLIENT have agreed to renew, extend and modify the Service Agreement as provided in this letter agreement. Unless otherwise defined in this letter, any terms defined in the Agreement, when used in this letter, shall have the same meanings as are assigned to such terms in the Agreement.
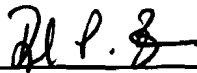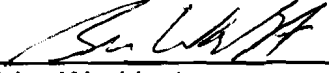
The parties agree that the Agreement remains in full force and effected accordance with its terms except as modified by this letter. If there is any conflict between this letter and the Agreement, the terms of this letter shall prevail. Our further agreements are as follows:

1. Section (1) of the Agreement is modified and revised to state:

   "(1) Term. CLIENT agrees that the current term of the Agreement, which is effective at the present time by agreement of the parties, runs for <u>24</u> months from September 30, 2007 through and until midnight of September 30, 2009. This agreement will automatically renew for successive 12-months terms, unless cancelled or modified within thirty (30) days of the end of the term. Pricing indicated in the <u>ServicePoint Revised Pricing Table</u> shall be in effect beginning <u>September 30, 2007</u>. This agreement may only be modified by written agreement executed by both parties."

2. The "Pricing Table" of proposal and referenced, among other places, in Section (3) of the Agreement is deleted in its entirely and replaced with that certain <u>ServicePoint Revised Pricing Table</u> attached to this letter. The undersigned parties agree to the prices, fees, and other provisions set forth in <u>ServicePoint Revised Pricing Table</u> attached hereto.

The execution of this letter by the parties shall constitute approval, acceptance, renewal, and extension of the Agreement and the terms stated herein. Please evidence your agreement that the foregoing accurately reflects our agreement to extend and modify the Agreement by having an authorized representative of CLIENT executive and return the enclosed triplicate original of this letter.

COUNTY OF ALAMEDA	SERVICE PROVIDER

By:_____
    President
    Board of Supervisors
	BOWMAN SYSTEMS L.L.C.
	Contractor
	
	333 Texas Street, Suite 300
	Address
	
	Shreveport, LA 71101
	City, State, Zip Code
	
	(318) 213 - 8780
	Telephone Number
	
	By:_____
	    Robert P. Bowman
	    President
	Date: 6/9/08

Approved as to form: Richard E. Winnie County Counsel	72-1440820 Taxpayer Identification
By _____ Brian Washington Asst. County Counsel	By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted.

ServicePoint Revised Pricing Table

Alameda County Housing and Community Development Dept.
Renewal Period: 10/01/2007 - 09/30/2009

NOTE: Renewal based on current number of licenses (243 as of 05/26/2006). Contracted amounts listed below
will be affected by any purchases of additional licenses (see * below).

# SP Licenses	* 243		
ServicePoint Software Maintenance, Enhancement, & Customer Support $80/license/year	N/A	$19,440.00	ServicePoint Software Maintenance, Enhancement, & Customer Support includes bug fixes, license maintenance, product enhancements, version upgrades, ongoing global system additions, and telephone, e-mail and self-service portal support of system administrators. (Includes 60 hours Customer Support. Additional support available at $95.00 per hour.) Minimum - $3,000/year
AIRS Taxonomy License, Integration & Update Fee	N/A	$400.00	AIRS Taxonomy is a national standard classification and requires an InfoLine (AIRS copyright holder) License Fee and a Bowman Integration & Update Fee. (Required)
Bowman Shared Hosting Service $9/license/month	N/A	$26,244.00	Bowman Shared Hosting Service provides shared hosting, maintenance, monitoring, and administration for Bowman leased servers located in the Bowman datacenter. The customer's ServicePoint application and databases are placed on servers supporting other clients. Minimum: $300 per month
SSL Certificate	N/A	$400.00	This certificate ensures secure transmission of data over the internet. (Required)
** ServicePoint Training Site Annual License & Maintenance $3,000/year Less a 25% discount	N/A	$2,250.00	A ServicePoint Training Web Site provides an implementation specific site for training purposes and is an important part of any ServicePoint installation. This service provides optional ongoing training site operation, including software updates in concert with the production site. (Includes 8 hours Customer Support)
Premium Disaster Recovery $575/month	N/A	$6,900.00	Premium Disaster Recovery Service includes the following features: emergency support line access (24/7 basis); priority level support (ensures downtime will not exceed 4 hours); hourly backups to an off site server via a secured VPN (Virtual Private Network) connection; and use of a remote auxiliary server in the event of a client server failure
XML Import Tool License & Maintenance	N/A	$1,500.00	XML Import Tool is a programmer's utility that provides format information, scripts, and error flagging for data conversion and integration.(Includes 8 hours customer support per year.)
Virtual Private Network (VPN) Maintenance & Support	N/A	$340.00	Virtual Private Network (VPN) is a Bowman premium service for clients seeking a secured connection to their database for sophisticated reporting purposes. (Includes 4 hours customer support per year.)
Current Procedural Terminology (CPT) Code Set $22.50/user/year	N/A	$135.00	Various modules within ServicePoint utilize industry-standard diagnostic and billing code sets. Since these are licensed from their respective developers, there are separate license costs associated with each code set. The American Medical Association provides Current Procedural Terminology (CPT) Code Set.
Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) Code Set $11/user/year	N/A	$66.00	Various modules within ServicePoint utilize industry-standard diagnostic and billing code sets. Since these are licensed from their respective developers, there are separate license costs associated with each code set. The American Psychiatric Association provides the Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) Code Set.
Public Key Infrastructure (PKI) Solution	$1,500.00	$1,000.00	Bowman's Private Key Infrastructure (PKI) Solution is available for those needing additional security frameworks beyond that already afforded with Bowman products such as ServicePoint. Maintenance includes renewal of client and server certificates each year. Support can be provided as needed at $125.00 per hour.

Year 1
* Unlimited additional user licenses may be added to the system. For additional licenses, the following fees apply:
ServicePoint User License: $200/license
ServicePoint Software Maintenance, Enhancement, & Customer Support: $80/license/year
Bowman Shared Hosting Service: $9/license/month

** Optional - Please contact Bowman Systems if you prefer not to receive this service.

ServicePoint Software Maintenance, Enhancement, & Customer Support $80/license/year	N/A	$19,440.00	ServicePoint Software Maintenance, Enhancement, & Customer Support includes bug fixes, license maintenance, product enhancements, version upgrades, ongoing global system additions, and telephone, e-mail and self-service portal support of system administrators. (Includes 60 hours Customer Support. Additional support available at $95.00 per hour.) Minimum - $3,000/year
AIRS Taxonomy License, Integration & Update Fee	N/A	$400.00	AIRS Taxonomy is a national standard classification and requires an InfoLine (AIRS copyright holder) License Fee and a Bowman Integration & Update Fee. (Required)
Bowman Shared Hosting Service $10/license/month	N/A	$29,160.00	Bowman Shared Hosting Service provides shared hosting, maintenance, monitoring, and administration for Bowman leased servers located in the Bowman datacenter. The customer's ServicePoint application and databases are placed on servers supporting other clients. Minimum: $300 per month
SSL Certificate	N/A	$400.00	This certificate ensures secure transmission of data over the internet. (Required)
** ServicePoint Training Site Annual License & Maintenance $3,000/year	N/A	$3,000.00	A ServicePoint Training Web Site provides an implementation specific site for training purposes and is an important part of any ServicePoint installation. This service provides optional ongoing training site operation, including software updates in concert with the production site. (Includes 8 hours Customer Support)
Premium Disaster Recovery $650/month	N/A	$7,800.00	Premium Disaster Recovery Service includes the following features: emergency support line access (24/7 basis); priority level support (ensures downtime will not exceed 4 hours); hourly backups to an off site server via a secured VPN (Virtual Private Network) connection; and use of a remote auxiliary server in the event of a client server failure
XML Import Tool License & Maintenance	N/A	$2,000.00	XML Import Tool is a programmer's utility that provides format information, scripts, and error flagging for data conversion and integration.(Includes 8 hours customer support per year.)
Virtual Private Network (VPN) Maintenance & Support	N/A	$340.00	Virtual Private Network (VPN) is a Bowman premium service for clients seeking a secured connection to their database for sophisticated reporting purposes. (Includes 4 hours customer support per year.)
Current Procedural Terminology (CPT) Code Set $25/user/year	N/A	$150.00	Various modules within ServicePoint utilize industry-standard diagnostic and billing code sets. Since these are licensed from their respective developers, there are separate license costs associated with each code set. The American Medical Association provides Current Procedural Terminology (CPT) Code Set.
Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) Code Set $15/user/year	N/A	$90.00	Various modules within ServicePoint utilize industry-standard diagnostic and billing code sets. Since these are licensed from their respective developers, there are separate license costs associated with each code set. The American Psychiatric Association provides the Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) Code Set.
Public Key Infrastructure (PKI) Solution Maintenance	N/A	$1,000.00	Bowman's Private Key Infrastructure (PKI) Solution is available for those needing additional security frameworks beyond that already afforded with Bowman products such as ServicePoint. Maintenance includes renewal of client and server certificates each year. Support can be provided as needed at $125.00 per hour.

Year 2
* Unlimited additional user licenses may be added to the system. For additional licenses, the following fees apply:
ServicePoint User License: $200/license
ServicePoint Software Maintenance, Enhancement, & Customer Support: $80/license/year
Bowman Shared Hosting Service: $10/license/month

** Optional - Please contact Bowman Systems if you prefer not to receive this service.