



**Contra
Costa
County**

To: Board of Supervisors

From: John Kopchik, Director, Conservation & Development Department

Date: November 1, 2016

Subject: Contract with Ten2Eleven Business Solutions to Modernize the Joint Billing System

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Conservation and Development Director, or designee, to execute a contract with Ten2Eleven Business Solutions in an amount not to exceed \$137,280 for information technology consulting services for the period November 1, 2016 to October 31, 2017.

FISCAL IMPACT:

The cost of this contract will be paid from the operating budgets of the Department of Conservation and Development and the Public Works Department, using Land Development Fees.

BACKGROUND:

The Joint Billing System ("JBS") is a critical information technology ("IT") system supporting the County's land development activities. JBS is used by staff in the Department of Conservation and Development ("DCD") and Public Works Department ("PWD") for tracking staff time and billing permit applicants for services provided. JBS interfaces with other County IT systems, such as the County's finance system and DCD's permitting system, Accela Automation. JBS was developed internally by County IT staff beginning in

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **11/01/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Mary N. Piepho, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: November 1, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: Jason Crapo,
925-674-7722

cc:

the late 1990's, and went live in 2002. While JBS has fulfilled its intended purpose, as the system ages some limitations have become apparent, and it is now prudent to review its functionality. Current technology offers opportunities for a billing system that improves the customer services experience for the public and enhances operational efficiencies for DCD and PWD.

BACKGROUND: (CONT'D)

DCD and PWD are seeking to modernize JBS so that it continues to serve its current functions, but also adds additional functionality to meet current business needs. The new solution will need to perform the functions that JBS currently performs, including billing and interface with other relevant County IT systems. In addition the two user Departments are seeking a solution that adds additional functionality, such as on-line customer billing and payments, use of credit cards as a means to receive payment and conduct on-line transactions, a more intuitive user interface, the ability to produce management reports, greater flexibility to adapt to future changes in business needs, and greater ease of maintenance for County IT staff. Any new system must also migrate data from the current system to allow for a smooth transition, with no interruption to business operations.

The purpose of this contract is so that DCD and PWD can obtain analysis and advice from Ten2Eleven Business Solutions ("Ten2Eleven") regarding options and recommendations for modernizing JBS to meet the business needs of the two Departments. Possible alternatives may include commercial off-the-shelf solutions, custom components, or modifications to the existing system.

Ten2Eleven will work with DCD and PWD staff to gain understanding of the operation work flows and business processes of the two Departments, as well as an understanding of the role JBS plays in these business processes and how JBS interrelates with other County IT systems. Ten2Eleven will produce a report for DCD and PWD that describes and evaluates the current JBS system, identifies alternatives for an IT solution to meet the County's needs, discuss tradeoffs associated with various alternatives, and recommends a solution to best meet the needs of the two Departments.

CONSEQUENCE OF NEGATIVE ACTION:

If the Board does not approve the proposed contract, DCD and PWD will not be able to access consulting services to assist in modernizing the current Joint Billing System.