NAPA COUNTY BOARD OF SUPERVISORS
Board Agenda Letter

TO:	Board of Supervisors
FROM:	Jon Gjestvang - Acting Chief Information Officer Information Technology Services
REPORT BY:	Serena Pearson, STAFF SERVICES ANALYST I , 707-259-8666
SUBJECT:	Approval of Agreement with Garrison Enterprises, Inc.

RECOMMENDATION

Acting Chief Information Officer and Director of Environmental Management request approval of and authorization for the Chair to sign an agreement with Garrison Enterprises, Inc. (GEI) for a maximum of $179,600 for the term October 2, 2007 through August 31, 2010 for a customized version of GEI's Digital Health Department Internet application for Environmental Health Programs.

EXECUTIVE SUMMARY

Environmental Management's current database system (Filepro) has been in use for over 25 years and has not been substantially updated over that time. The current database is used for most departmental functions including invoicing, annual permitting of fixed facilities (such as restaurants, water systems, hazardous materials businesses, etc.), and complaint management. It also holds all data related to reports generated for inspections due, reports submitted to the State and internal workload reports.

Environmental Management, in cooperation with the Information Technology Services Department (ITS), invited three firms (Accela, Decade Software and Garrison Enterprises) to demonstrate their respective products. After the vendor presentations, site visits, and consultations with current users of the product, a team comprised of ITS and Environmental Management members preferred Garrison's Enterprises, Inc. Digital Health solution. It was determined that Garrison Enterprises could provide Environmental Management with the most efficient and complete product for their needs.

The Garrison product is a web-based system that has all the required functionality to replace Filepro entirely. This system will offer more flexibility for on-line reporting to and from the public and will allow the department to advance to electronic inspections, eliminating the need for time consuming hand entry. This system will be able to feed data to existing County systems including PeopleSoft, Accela, and OnBase (the document management system) as well as integrate with those State mandated reporting systems.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Funding for this system is currently in the approved Environmental Management Budget.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	Environmental Management cannot take advantage of new functionality and technologies with the current system. In addition, the current system is precariously near its end of life, is difficult to maintain, and is not receiving product updates.
Is the general fund affected?	Yes
Future fiscal impact:	Included in the maximum amount of the proposed agreement is $95,900 for the base set up fee and a $27,900 annual Hosting (or maintenance and technical support) fee for three years. The fee for the second and third year is due in September 2008 and September 2009. These fees will be included in budget requests for those fiscal years.
Consequences if not approved:	Environmental Management will continue using a system that is over 25 years old and not being updated. If this system runs encounters problems, fixes to the application cannot easily or quickly be done and those fixes will be expensive.
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Environmental Management's current database system (Filepro) has been in use for over 25 years and has not been substantially updated over that time. The current database is used for most departmental functions including invoicing, annual permitting of fixed facilities (such as restaurants, water systems, hazardous materials businesses, etc.), complaint tracking and holds all data related to reports generated for inspections due, reports submitted to the State and internal workload reports.

The contract for services on the Filepro system has been through an outside vendor. The Information Technology Services Department (ITS) has not been involved with the Filepro system to date, and can only supply limited support when the Filepro outside vendor is non-responsive. Environmental Management had been able to make do with this arrangement in the past as two employees were familiar enough with the programming side of the system to keep it running. Over the last year both of those key staff members left the County and, without their input, existing staff members are unable to maintain the system. Compounded with the fact that the vendor has become increasingly non-responsive, it has become evident that the Filepro system is inadequate and outdated making regular day to day operations of the department using this system more and more difficult.

The Department of Environmental Management, in cooperation with ITS, invited three firms (Accela, Decade Software and Garrison Enterprises) to give presentations on their products. After the presentations, one vendor, Accela, was eliminated as their product did not meet the requirements for environmental health programs and needs. A team of staff members from ITS and Environmental Management visited two jurisdictions that had the remaining two products. After the site visits, the team members preferred Garrison's Digital Health product. ITS and Environmental Management arranged an additional conference call with a tri-county jurisdiction using the Garrison product in Colorado to get some additional feedback. After the site visits and the conference call with the tri-county jurisdiction, it was determined that Garrison could provide Environmental Management with the most efficient and complete product for their needs. Garrison has a well established client base of over 600 jurisdictions across the United States and at least two other jurisdictions in California at this time, with Marin County being the latest to choose the Garrison product.

Garrison's Digital Health system is a functionally and technically modern, web-based system that has all the required functionality to replace Filepro entirely. This system will offer more flexibility for on-line reporting to and from the public. The system also allows the department to advance to modern electronic inspections wherein data from the inspections is stored automatically in the system, thereby eliminating the need for time consuming hand entry. The system will track data that Filepro is unable to track, thereby making the data usable and accessible to all Environmental Management staff. This system will be able to feed data to existing County systems including PeopleSoft, Accela Automation, and OnBase (the document management system) as well as integrate with those State mandated reporting systems.   Additionally, Garrison technical support has been praised by those jurisdictions currently utilizing this system. Funding for this system is currently in the approved Environmental Management Budget.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Karen Gratton