

SUSPENSION



COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

July 11, 2012

Erie County Legislature
92 Franklin Street – Fourth Floor
Buffalo, New York 14202

RE: Hyland Software Maintenance Contract

Dear Honorable Members:

The Department of Social Services is required to maintain records related to the administration of Medicaid, Food Stamps and Temporary Assistance programs consisting of eligibility documents and benefit disbursement detail. These records are maintained in OnBase, a proprietary optical imaging system designed and developed by Hyland Software. OnBase software is critical to the Department's day to day operations, providing electronic imaging and a repository for over 70 million pages of client and case record documentation. More than 6.5 million documents are imaged annually. System down time adversely and significantly impacts eligibility determinations and casework processing, so continuous timely software maintenance and support is essential.

This resolution authorizes the renewal of a maintenance contract for OnBase document imaging software for the period beginning 12/10/2011 in the amount of \$7,000. This resolution also waives the requirement for a Request for Proposal (RFP) as Hyland Software is the sole source. There is no fiscal impact to this resolution as funds intended for this purpose in account 516030 in the 2012 Adopted Budget are being earmarked to Hyland Software.

Should your honorable body require further information, I encourage you to contact the Department of Social Services. Thank you for your consideration of this matter.

Sincerely,

Mark C. Poloncarz, Esq.
Erie County Executive

By: Richard M. Tobe
Deputy County Executive

MCP/meb
Enclosure

cc: Carol Dankert, Department of Social Services

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Department of Social Services
Re: Hyland Software Maintenance Contract
Date: July 6, 2012

SUMMARY

This resolution authorizes renewal of an annual maintenance contract with Hyland Software for OnBase document imaging software for the period beginning 12/10/2011, in the amount of \$7,000. This resolution also waives the requirement for a Request for Proposal (RFP) as Hyland Software is the designer, developer, and sole source.

FISCAL IMPLICATIONS

There is no fiscal impact to this resolution.

REASONS FOR RECOMMENDATION

OnBase software is critical to the Department's day to day operations, providing electronic imaging and a repository for over 70 million pages of client and case record documentation. More than 6.5 million documents are imaged annually. System down time adversely and significantly impacts all eligibility determination and many other functions, and continuous timely software maintenance and support is essential.

BACKGROUND INFORMATION

The Department of Social Services is required to maintain records related to the administration of Medicaid, Food Stamps and Temporary Assistance programs consisting of eligibility documents and benefit disbursement detail. These records are maintained in OnBase, a proprietary optical imaging system designed and developed by Hyland Software.

CONSEQUENCES OF NEGATIVE ACTION

The Department could not maintain or support critically essential document imaging software.

STEPS FOLLOWING APPROVAL

A contract will be implemented and services will continue.

**A RESOLUTION SUBMITTED BY:
DEPARTMENT OF SOCIAL SERVICES**

**RE: Hyland Software
Maintenance Contract**

WHEREAS, the Department of Social Services is required to maintain records related to the administration of Medicaid, Food Stamps and Temporary Assistance programs consisting of eligibility documents and benefit disbursement detail; and

WHEREAS, these records are maintained in the OnBase optical imaging system designed and developed by Hyland Software; and

WHEREAS, OnBase software is critical to the Department's day to day operations; and

WHEREAS, OnBase is a proprietary optical imaging system of Hyland Software; and

WHEREAS, funds intended for this purpose in account 516030 in the 2012 Adopted Budget have been earmarked to Hyland Software, there is no addition fiscal impact to this resolution.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive and the Commissioner of Social Services are hereby authorized to execute the necessary renewal of a contract with Hyland Software for the one year period beginning 12/10/2011 in the amount of \$7,000 and, be it further

RESOLVED, that as Hyland Software is the sole source, the Section 19.08 County Charter requirement of Request for Proposals is hereby waived and, be it further

RESOLVED, that certified copies of this resolution shall be forwarded to the County Executive, the Commissioner of Social Services, the Erie County Comptroller and the Director of the Division of Budget and Management.