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COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

February 10, 2018

Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

Re: Software Support for Customized Child Protective Services Software

Dear Honorable Members:

The Department of Social Services has previously contracted with Diona (US) Inc. to develop a custom solution that integrates mobile and desktop components which will allow Child Protective Services (CPS) staff to develop, create, access and update case files. Diona (US) Inc. has completed its work on the development of the application and the Department of Social Services is in the process of deploying the software.

This proposed resolution requests authorization to enter into a contract with Diona (US) Inc. to provide two months of onsite and offsite support, and ten months of offsite support. Funding for these services are available in the CPS Mobile Project capital account and in the Department of Social Services Professional Services account.

Should your Honorable Body require further information, I encourage you to contact the Department of Social Services and the Division of Information and Support Services. Thank you for your consideration on this matter.

Sincerely yours,

A handwritten signature in black ink, reading "Mark C. Poloncarz".

Mark C. Poloncarz, Esq.
Erie County Executive

MCP/bb
Enclosure

cc: Brian Bray, Department of Social Services
Michael Breeden, Division of Information and Support Services

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Department of Social Services
Re: Software Support for Customized Child Protective Services Software
Date: February 10, 2018

SUMMARY

This resolution authorizes the County Executive to enter into an agreement with Diona (US) Inc. to provide two months of onsite and offsite support for \$55,000, and ten months of offsite support for \$23,000 and waive the request-for-proposal requirement in section 19.08 of County Administrative Code as Diona (US) Inc. is the sole source provider of this service.

FISCAL IMPLICATIONS

This resolution will utilize \$55,000 of SAP Project A.17029 and \$23,000 of in account 516020, professional services, of the Department of Social Services (Fund Center 120).

REASONS FOR RECOMMENDATION

The Department of Social Services (DSS) and Division of Information and Support Services (DISS) are still in the process of learning how to enhance and support the Diona software so it can provide primary support in the future. Full-time support coverage is desired for basic computer issues, solving technical problems and investigating elevated issues. Entering into an agreement with Diona, Inc., will allow further knowledge share of software so Department of Social Services and Division of Information and Support Services to provide first tier support and will provide support for issues beyond the expertise of DSS and DISS.

BACKGROUND INFORMATION

Department of Social Services has previously contracted with Diona (US) Inc. to develop a custom solution that integrates mobile and desktop components which will allow Child Protective Services (CPS) staff to develop, create, access and update case files. Diona (US) Inc. has completed its work on the development of the application and the Department of Social Services is in the process of deploying the software; and

CONSEQUENCES OF NEGATIVE ACTION

Support for the software would not be available when needed, and CPS workers would not be able to do their job efficiently.

STEPS FOLLOWING APPROVAL

A contract will be executive between the County and Diona (US) Inc.

A RESOLUTION SUBMITTED BY:
DEPARTMENT OF SOCIAL SERVICES

RE: Software Support for Customized Child Protective Services Software

WHEREAS, the Department of Social Services has previously contracted with Diona (US) Inc. to develop a custom solution that integrates mobile and desktop components which will allow Child Protective Services (CPS) staff to develop, create, access and update case files; and

WHEREAS, Diona (US) Inc. has completed its work on the development of the application and the Department of Social Services is in the process of deploying the software; and

WHEREAS, the Department of Social Services and Division of Information and Support Services are still in the process of learning how to enhance and support the software so it can provide first tier support in the future; and

WHEREAS, full-time support coverage is desired for basic computer issues, solving technical problems and investigating elevated issues; and

WHEREAS, because Diona (US) Inc. has developed the software and customized it for the Department of Social Services, it is deemed best to maintain their services and expertise as a contract vendor; and

WHEREAS, the DSS and DISS has negotiated an agreement for Diona (US) Inc. to provide two months of onsite and offsite technical support for \$55,000 for the launch of the software, and ten months of offsite support for \$23,000.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive is hereby authorized to enter into a contract with Diona (US) Inc. to provide two months of onsite and offsite support for \$55,000, and ten months of offsite support for \$23,000; and be it further

RESOLVED, that the Comptroller's Office be authorized to make payments to Diona (US) Inc. from SAP Project A.17029 for an amount not to exceed \$55,000; and be it further

RESOLVED, that the funding for the ten months of offsite support is available in account 516020, professional services, of the Department of Social Services (Fund Center 120); and be it further

RESOLVED, the County Administrative Code requirement in section 19.08 Request for Proposals (RFP) is hereby waived as Diona is the sole source provider of this service, and be it further

RESOLVED, that certified copies of this resolution be transmitted to the County Executive, the Division of Budget and Management, the Office of the Comptroller, the Department of Social Services, and the Division of Youth Services.