

County of Santa Clara
Technology Services and Solutions Department



24-4409

DATE: February 27, 2024 (Item No. {{item.number}})

TO: Board of Supervisors

FROM: Nina D'Amato, Chief Information Officer

SUBJECT: Approve Fifth Amendment to Agreement with Apex Systems, LLC

RECOMMENDED ACTION

Approve Fifth Amendment to Agreement with Apex Systems, LLC, relating to providing operational support for the County mainframe environment increasing the maximum contract amount by \$476,000 from \$5,162,402 to \$5,638,402, with no change to the term of the agreement, that has been reviewed and approved by County Counsel as to form and legality. (LA-1)

FISCAL IMPLICATIONS

There is no net impact to the County General Fund as a result of the recommended action. Apex support costs are included in the ongoing base budget of the Technology Services and Solutions (TSS) Internal Service Fund.

CONTRACT HISTORY

On June 27, 2023 (Item No. 110), the Board of Supervisors approved the Fourth Amendment to the Agreement with Apex Systems, extending the contract term through June 30, 2025 and increasing the maximum contract amount to \$5,162,402.

On January 31, 2023 and February 28, 2023, the County's Director of Procurement executed the Second and Third Amendments to the Agreement with Apex Systems, respectively, collectively extending the contract term through June 30, 2023 and increasing the maximum contract amount to \$4,570,402.

On June 23, 2020 (Item No. 136), the Board approved the First Amendment to the Agreement with Apex Systems, extending the contract term through January 1, 2023 and increasing the maximum contract amount to \$3,370,402.

On February 6, 2018 (Item No. 38), the Board approved the Agreement No. 4300014871 with Apex Systems relating to providing mainframe environment operational support in an amount not to exceed \$1,624,592 for period February 6, 2018 through June 30, 2020.

REASONS FOR RECOMMENDATION AND BACKGROUND

Reason(s) for approval of amendment

The Agreement with Apex Systems was established to provide operational support for the County's mainframe environment. The County's mainframe system currently stores data from decommissioned applications and houses two active, mission-critical legacy applications: (1) the Criminal Justice Information Control (CJIC) and (2) the Juvenile Records System (JRS). CJIC is an intergovernmental information technology (IT) system that supports over 2,000 different business processes and over 50 local, regional, state, and federal agencies, which have a combined count of approximately 5,000 users. The County's Office of the Sheriff, Office of the District Attorney, and Probation Department, as well as local city police departments, are examples of criminal justice agencies that utilize CJIC. JRS supports a multitude of different business process that span over a dozen local agencies, with a combined count of approximately 1,200 users. These systems require 24x7x365 support due to the crucial role they play in supporting local, regional, state, and federal government agencies. Disruption to these applications would have negative consequences to public safety services provided directly by the County of Santa Clara and other government entities.

The County no longer has in-house staff to support the mainframe systems. Required operational support services for the mainframe environment range from operating system upgrades and patches, installation and configuration of software products, and setup of connectivity access. Because the mainframe system is antiquated, hiring staff with the skillset and knowledge to provide operational support is extremely difficult.

Mainframe operational support is provided through a service contract with Apex who currently provides three (3) resources—one (1) full-time and two (2) part-time—who have the expertise and local environment configuration knowledge required to support the County. The Fifth Amendment to this Agreement would add two (2) more part-time resources to the mainframe support team to perform various system upgrades and mitigate single point of failure risks within the mainframe support team.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

BACKGROUND

The County of Santa Clara's mainframe system was developed and deployed several decades ago, and the County has routinely allocated resources to maintain its operation since its inception. Over its life, the mainframe environment has hosted numerous mission-critical

legacy applications for County departments and agencies, including the public safety and justice departments such as the Office of the District Attorney, the Probation Department, the Office of the Sheriff, and the Office of Pretrial Services; Controller-Treasurer; Tax Collector; Assessor; and Social Services Agency. Over the last several years, most of these applications have either been decommissioned or migrated from the mainframe to another platform. A sample of these applications that were previously mainframe-hosted includes the Tax Collection and Apportionment System (TCAS), Property Tax Administration System, and the Assessment Information Management System (AIMS). While these applications are no longer in production on the mainframe, their data continues to be stored on the mainframe for historical purposes.

As of today, the mainframe solely supports public safety and justice (PSJ) applications. The CJIC system is the County's primary mainframe application and is a criminal offender processing system that interfaces with multiple PSJ agency and departmental systems. The County's mainframe was originally developed in 1975 and reengineered in 1995. CJIC processes and maintains data that is pertinent to processing an individual through the criminal justice system, such as information related to booking, charges, and court dates. The JRS is the second mainframe-hosted application, which was developed in 2003, based on the same model/structure as CJIC, and is used by the Probation Department for managing juvenile offenders. JRS is also utilized by both County and non-County entities, such as the Office of the District Attorney and other local law enforcement agencies, as part of their respective business processes. Until a successor platform is established, CJIC and JRS will continue to use the mainframe system in their respective day-to-day operations.

CONSEQUENCES OF NEGATIVE ACTION

Failure to approve the recommended action will prevent the County from receiving additional operational support resources from Apex, which will jeopardize the County's ability to adequately maintain the mainframe for the two active applications and risk losing access to historical records.

STEPS FOLLOWING APPROVAL

Please notify Jecelyn Zaha, Lisa Bitto, and Alexander Perez from TSS when the Fifth Amendment to Agreement No. 4300014871 is executed and provide all with electronic copies of the executed Amendment.

ATTACHMENTS:

- Apex_Mainframe Support_AM 05
- Apex_Mainframe Support_AM 03_Executed
- Apex_Mainframe Support_AM 02_Executed