



Travis County Commissioners Court Agenda Request

Meeting Date: July 23, 2013

Prepared By/Phone Number: Lori Clyde/854-4205

Elected/Appointed Official/Dept. Head: Cyd Grimes

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 12 to Contract No. 4400000915 (H.T.E. Contract No. PS990080TS), Cap Systems, Inc., for a Case Management and Benefits Administration (CABA) System.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.
- ITS is responsible for the management and system administration of the Case Management and Benefits Administration (CABA) database for HHS and is committed to delivering in-line technology solutions providing users with increased efficiency, thereby serving more Travis County residents in need.

ITS requests approval of the purchase of an upgrade to the existing CABA application to a .NET framework and a SQL database. This modification will:

1) Improve Ease of Use for Users: The .NET framework simplifies the screens users access for data entry and retrieval by utilizing tabbed functionality. With the addition of Service Plans in this version, more programs within HHS will be able to utilize the full functionality of the application.

2) Improve Reporting Capabilities: Currently, ITS creates a copy of the production CABA database and converts into SQL for use in reporting. This effort requires continuous maintenance and effort. By purchasing the upgrade to a SQL database with the .NET version, a significant reduction of time and effort, along with increased data integrity, will be achieved.

3) Integration: The .NET framework of the upgrade will allow multiple applications to integrate with the CABA system utilizing such tools as Web Services. Included, but not limited to, SEAR (Service Eligibility and Request) which collect application information via the Internet, and SAP to provide payment information for clients.

The cost of this modification is \$50,000.00 and will not affect the annual maintenance fees.

Modification No. 11 approved in Commissioners Court April 17, 2012, was for software enhancements.

Modification No. 10 approved in Commissioners Court January 31, 2012, was for software enhancements related to BEFIT.

Modification No. 9 approved in Commissioners Court May 3, 2011, was for software enhancements.

Modification No. 8 approved in Commissioners Court March 16, 2010, was for upgrading AcuODBC software and user licenses and additional on-site consulting and training to expedite the CABA version 2 upgrade and Air Check system upgrade.

Modification No. 7 approved in Commissioners Court May 13, 2008, was for software enhancements to better accommodate the Air Check Program.

Modification No. 6 approved by the Purchasing Agent September 26, 2006, was for software enhancements.

Modification No. 5 approved in Commissioners Court March 2, 2004, was for the migration of the Emergency Assistance module to a Windows and Intel-based platform.

Modification No. 4 approved in Commissioners Court September 24, 2002, was for enhancements to the Emergency Assistance Module.

Modification No. 3 approved in Commissioners Court August 21, 2001, was for enhancements to the Emergency Assistance Module.

Modification No. 2 approved in Commissioners Court May 29, 2001, was to modify the contract language to allow for the partial payment for software maintenance after warranty expired. It also allowed for prorated payments to be made for the other modules when they are received.

Modification No. 1 approved in Commissioners Court September 28, 1999, was for updating the training & testing schedules associated with the implementation of the CABA system and to change the language regarding the 3rd party vendor for the ODBC database software.

➤ **Contract Expenditures:** Within the last ____ months \$0.00 has been spent against this contract/requirement.

➤ **Contract Modification Information:**

Modification Amount: \$50,000.00

Modification Type: Upgrade

Modification Period: Beginning July 23, 2013

➤ **Funding Information:**

Funds Reservation Number: 300000645

Funding Account(s):

Comments:



Travis County Courthouse, Austin, Texas

TRAVIS COUNTY INFORMATION TECHNOLOGY SERVICES

Tanya Acevedo, Interim Chief Information Officer

700 Lavaca · Suite 501A · Austin, TX 78701 · (512) 854-9666 · Fax (512) 854-4401

DATE: July 16, 2013
TO: Cyd V. Grimes, C.P.M. – Travis County Purchasing Agent
FROM: Tanya Acevedo, Interim Chief Information Officer *TJA*
SUBJ: Recommendation for Approval of Application Upgrade to .NET – CABA

Proposed Motion:

To approve the purchase of an upgrade to the existing and outdated CABA application to the current technology platform utilizing a .NET framework and an SQL database.

Summary & Staff Recommendation:

ITS is responsible for the management and system administration of the Case Management and Benefits Administration (CABA) database for Health & Human Services & Veterans Service (HHS&VS). In addition, ITS is committed to delivering in-line technology solutions providing users with increased efficiency, thereby serving more Travis County residents in need. The purchase of the upgrade will simplify data entry, improve reporting, and enable integration with multiple applications.

Issues and Opportunities:

- 1) Improve Ease of Use for Users: The .NET framework simplifies the screens users access for data entry and retrieval by utilizing tabbed functionality. With the addition of Service Plans in this version, more programs within HHS&VS will be able to utilize the full functionality of the application.
- 2) Improve Reporting Capabilities: Currently, ITS creates a copy of the production CABA database and converts into SQL for use in reporting. This effort requires continuous maintenance and effort. By purchasing the upgrade to a SQL database with the .NET version, a significant reduction of time and effort, along with increased data integrity, will be achieved.
- 3) Integration: The .NET framework of the upgrade will allow multiple applications to integrate with the CABA system utilizing such tools as Web Services. Included, but not limited to, SEAR (Service Eligibility and Request) which collect application information via the Internet, and SAP to provide payment information for clients.

Background:

The Case Management and Benefits Administration (CABA) system utilizes a software application call Community Action Program Total Automated Information Network (CAPTAIN). The CAPTAIN integrated system approach is built upon the concept of a single Client Data Base for all individual clients and family members served to which all departments of the agency have access.

CABA was implemented September, 2000. Multiple upgrades/modifications have followed since then. The most recent being completion of the Version 2.0 upgrade in 2010 and enhancements to the Income Details screen in 2012.

Budgetary and Fiscal Impact:

The proposed total impact of the purchase is \$50,000 and is pre-encumbered with funds reservation number 300000645.

We anticipate spending the remaining funds in the budget, allocated for training and integration enhancements, by the end of the fiscal year.

The vendor has submitted the following:

System Administration	No Charge
Case Management	No Charge
Emergency Services	\$50,000.00
Data Conversion	No Charge

The draft proposal is attached.

Required Authorizations:

Purchasing: Lori Clyde, Purchasing Department

CC: Sherri Fleming, HHS&VS; Jim Lehrman, HHS&VS; Leslie Browder, PBO; Molly Hodges, ITS; Randy Lott, ITS

MODIFICATION OF CONTRACT NUMBER: 4400000915 (PS990080TS) – Case Management and Benefits

ISSUED BY: PURCHASING OFFICE 700 LAVACA, SUITE 800 AUSTIN, TX 78701	PURCHASING AGENT ASST: Lori Clyde TEL. NO: (512) 854-9700 FAX NO: (512) 854-9185	DATE PREPARED: July 16, 2013
---	--	--

ISSUED TO: CAP Systems, Inc. 16 Market St Suite 204 Ipswich Ma. 01938 Attn: Brian Cayer	MODIFICATION NO.: 12	EXECUTED DATE OF ORIGINAL CONTRACT: March 2, 1999
---	------------------------------------	--

ORIGINAL CONTRACT TERM DATES: August 27, 2002 – August 26, 2003 CURRENT CONTRACT TERM DATES: February 1, 2012 – January 31, 2013

FOR TRAVIS COUNTY INTERNAL USE ONLY:

Original Contract Amount: \$ 334,204.00 Current Modified Amount \$ 710,779.00

DESCRIPTION OF CHANGES: Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

The above-numbered contract is modified in accordance with the attached Proposal to implement the .NET Sequel Server upgrade of the CAPTAIN Enterprise Case Management and Emergency Services system in the amount of \$50,000.00.

This modification does not affect the annual maintenance cost.

Note to Vendor:

- Complete and execute (sign) your portion of the signature block section below for all copies and return all signed copies to Travis County.
- DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: _____	<input type="checkbox"/> DBA
BY: _____ SIGNATURE	<input type="checkbox"/> CORPORATION
BY: _____ PRINT NAME	<input type="checkbox"/> OTHER
TITLE: _____ ITS DULY AUTHORIZED AGENT	DATE: _____

TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ CYD V. GRIMES, CPPO, C.P.M., TRAVIS COUNTY PURCHASING AGENT	

TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE	



CAP Systems, Inc.

16 Market Street, Suite 204, Ipswich, MA 01938 · Phone (781) 341-5440 · Fax (781) 341-5441

March 17, 2013

Molly Hodges
Travis County ITS
700 Lavaca, Suite 510
Austin, TX 78701
512.854.3219

Dear Molly;

Enclosed please find my proposal to implement .NET Sequel Server upgrade of our CAPTAIN Enterprise Case Management and Emergency Services System, the solution to meet all the requirements for Central Client Data Management at your organization.

Our proven system, born from long –term client relationships and CAPS team members with insider knowledge, through decades of experience within Human Service agencies, CAPTAIN will provide your agency with a solution that will meet your current and future needs with robust functionality. Our team leaders and staff understand the barriers and challenges you face in managing data and reporting responsibilities. We offer a robust solution on the company principles of personal service, customization and outstanding results at an affordable price.

Our base system can be customized with minimal software modifications to support every programs individual nuances and requirements.

On behalf of the board of directors and staff at CAP Systems, I appreciate your time and attention to review my proposal and I look forward to working with you in achieving the expected project timeline of a fully operational system.

Sincerely,

Brian Cayer, President

Company Background

CAP Systems was incorporated in 1989 as a second generation company of Processing Management, Inc. (incorporated in 1974). PMI began working with Human Service agencies in the early 1970s in the area of fiscal management systems. From that beginning, we developed packaged solutions to support the complex issues of multi-funded agency Fund Accounting.

Following that we were involved with the first Low Income Energy Assistance (LIHEAP) programs in the late 1970s in response to the energy crisis that caused an emergency situation with elderly and low income people. We then moved on into Head Start, Weatherization, Emergency Services, Client Tracking, and finally a single integrated CSBG Case Management Information System that is the base for all other client based systems.

The present system foundation comes from the predecessor systems developed beginning in 1978 which has evolved into the completely integrated Case Management Enterprise System that we offer today.

All staff members have a minimum of 10 years' experience developing information systems for human and social service agencies, with the management leaders and specialists having over 25 years' experience. For more than a decade, we maintained an office in a large Federal Region I Community Action Program where we developed and enhanced many of our present systems from within the agency and its programs. Our experience is real and it is hands on.

Over the course of our history, we have migrated from one technology platform to another as technology has changed over the years. We began on IBM main frames, migrated to mid-range DEC servers, and finally to the Windows platform. Today we offer a Web based Windows Thin Client suite of products that uses the latest technology available and is committed to remaining current as technology changes as we are moving now to a .NET/SQL framework.

Our customer base ranges from individual agencies, city and county human service departments, and several state-wide solutions funded by the US Department of Health and Human Services through the Community Services Block Grant. CAP Systems offers a combination of the highest levels of technological skills combined with many years of first-hand experience in the workings of human service agencies.

We are involved in every aspect of agency management from financial management related to grants and contracts to the details of program regulations for such complex programs as LIHEAP, Weatherization, and Head Start.

Pricing:

System Administration	No Charge
Case Management	No Charge
Emergency Services	\$50,000.00

Screens

- Adjustment
- Budget Maintenance
- Client Intake
- Client Additional Info
- Select Invoices to Pay
- Service Posting
- Password Change

Reports

- Activity Report
- Ad Hoc
- Assistance by Service/Fund
- Budget Report
- CEAP, CARE Report (can remove ENTERP)
- Departmental Approval Rejection
- Follow Up
- Incomplete Applications
- Invoice Approval List
- No Invoice
- Paid Invoices
- Pending Cases
- Pre-sets
- Sweep Resources
- Referrals to Housing Services
- Report Preview/Maintenance
- Return File from Auditor
- Service/Budget Update
- Weatherization
- Zip Code
- Load Vendor File (move to system admin?)
- Voter Database Generation (move to system admin?)

Data Conversion	No Charge
-----------------	-----------

Sincerely,

Brian Cayer
President
CAP Systems Inc.