



Travis County Commissioners Court Agenda Request

Meeting Date: October 7, 2014

Prepared By/Phone Number: Lori Clyde/44205

Elected/Appointed Official/Dept. Head: Cyd Grimes

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 35 to Contract No. 4400000567 (H.T.E. Contract No. MA980095), Tiburon, Inc., for Agreement for Extended Services.

- **Purchasing Recommendation and Comments:** Purchasing concurs with the department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

ITS recommends approval of this modification for professional services from Tiburon to migrate the present environment to new Operating and Database Systems. The Tiburon environment is presently operating on Windows Server 2003 and SQL Server 2005. Both of these platforms are either at or near end of life, and need to be upgraded in the immediate future. Microsoft will discontinue extended support in July 2015 for Windows Server 2003 and April 2016 for SQL Server 2005.

The Tiburon production environment consists of nine applications, one software distribution server and one database server. A replicate environment also exists for training. Both environments will be subjected to this upgrade. Professional services are being sought by Tiburon to migrate/reinstall the applications and database onto the newer technology, Windows Server 2012 and SQL Server 2012. There will be no functional changes to the software during this migration.

The cost of this modification is a fixed fee of \$95,532.00 and will not impact the ongoing maintenance cost.

➤ **Contract Modification Information:**

Modification Amount: \$95,532.00

Modification Type: Professional Services to migrate to new operating and database systems.

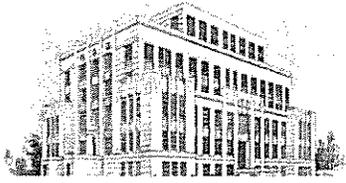
Modification Period: Beginning October 7, 2014

➤ **Funding Information:**

SAP Funds Reservation #: 300001110

Funding Account(s):

Comments:



Travis County Courthouse, Austin, Texas

TRAVIS COUNTY INFORMATION TECHNOLOGY SERVICES

Tanya Acevedo, Chief Information Officer

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

DATE: September 2, 2014

TO: Cyd V. Grimes, C.P.M., CPPO-Travis County Purchasing Agent

FROM: Tanya Acevedo, Chief Information Officer *TJA*

SUBJ: Recommendation to Approve Professional Services to migrate Tiburon Environment

Proposed Motion:

To approve professional services by Tiburon to migrate Public Safety applications and database to Windows Server 2012 and SQL Server 2012.

Summary and Staff Analysis:

Information Technology Services requests professional services from Tiburon to migrate the present environment to new Operating and Database Systems. The Tiburon environment is presently operating on Windows Server 2003 and SQL Server 2005. Both of these platforms are either at or near end of life, and need to be upgraded in the immediate future. Microsoft will discontinue extended support in July 2015 for Windows Server 2003 and April 2016 for SQL Server 2005.

The Tiburon production environment consists of nine applications, one software distribution server and one database server. A replicate environment also exists for training. Both environments will be subjected to this upgrade. Professional services are being sought by Tiburon to migrate/reinstall the applications and database onto the newer technology, Windows Server 2012 and SQL Server 2012. There will be no functional changes to the software during this migration.

Budgetary and Fiscal Impact:

The fiscal impact of these services is a fixed fee of \$95,532.00. Funding is through the IJS Reserve and was approved by Commissioners Court in March 2014. The funding is included in the following line item: FR 300001110.

Issues and Opportunities:

1. **Integration** – Upgrading the environment will support integration with the new TechShare.Prosecutor System as well as additional integrations to the Tiburon environment in the future.
2. **Discontinuation of Extended Support** – Microsoft will discontinue extended support on both the Operating System and Database within the next 19 months.

Background:

The Tiburon environment serves the County's Public Safety and Justice Community. The Tiburon products were originally installed in 1999 which formed the Integrated Justice System. In 2008, the Public Safety applications were upgraded to Tiburon's Version 7.

Required Authorizations:

Purchasing: Bonnie Floyd, Lori Clyde, Purchasing Department

Legal: Daniel Bradford, County Attorney's Office

Budget: Katie Gibson, PBO

cc:

Janice Brown, Randy Lott, Bruni Cruz, ITS

MODIFICATION OF CONTRACT NUMBER: 440000567 (MA980095) Agreement for Extended Services **PAGE 1 OF 6 PAGES**

ISSUED BY: PURCHASING OFFICE 314 W. 11TH ST., RM 400 AUSTIN, TX 78701	PURCHASING AGENT ASST: Lori Clyde TEL. NO: (512) 854-9700 FAX NO: (512) 854-9185	DATE PREPARED: September 23, 2014
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ISSUED TO: Tiburon, Inc. 6200 Stoneridge Mall Road, Suite 400 Pleasanton, CA 94588 (512) 345-8613 (v) (512) 345-8615 (f)	MODIFICATION NO.: 35	EXECUTED DATE OF ORIGINAL CONTRACT: October 14, 1997
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ORIGINAL CONTRACT TERM DATES: October 14, 1997-October 15, 1998 CURRENT CONTRACT TERM DATES: September 17, 2014-September 16, 2015

FOR TRAVIS COUNTY INTERNAL USE ONLY:

Original Contract Amount: \$ \$447,380 (annually) Current Modified Amount \$ 641,292.00

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 Agreement is hereby modified per the attached Enhancement Proposal (EP) – 3534: Move Client Systems to New Servers with Certification Plan for Support Applications.

Total cost of modification is \$95,532 and will not affect the Annual Maintenance Fee.

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: _____ BY: _____ SIGNATURE BY: _____ PRINT NAME TITLE: _____ ITS DULY AUTHORIZED AGENT	<input type="checkbox"/> DBA <input type="checkbox"/> CORPORATION <input type="checkbox"/> OTHER DATE: _____
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TRAVIS COUNTY, TEXAS BY: _____ CYD V. GRIMES, C.P.M., TRAVIS COUNTY PURCHASING AGENT	DATE: _____
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TRAVIS COUNTY, TEXAS BY: _____ SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE	DATE: _____
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July 9, 2014

Ms. Janice Brown
Travis County
PO Box 1748
Austin, TX 78767

Subject: Enhancement Proposal (EP) – 3534: Move Client Systems to New Servers with Certification Plan for Supported Applications

Reference: Agreement for Extended Service between Travis County and Tiburon, Inc.

Dear Ms. Brown:

Tiburon, Inc. is pleased to present Travis County (hereinafter, “Client”) with this Enhancement Proposal to move Client Systems to New Servers with Certification Plan for Supported Applications (hereinafter, referred to as the “Proposal”).

Scope Description and Responsibilities

The attached Exhibit 1, Statement of Work (“SOW”) describes the project tasks, responsibilities of each party and defined completion criteria.

Price Description

- 1) Firm fixed price: \$95,532
- 2) The Tiburon Annual Maintenance Fee will not increase as a result of this Proposal.
- 3) This Proposal does not include:
 - Warranty
 - Documentation
 - Hardware or third party products or services
 - Travel and on-site time
- 4) Client shall be responsible for any taxes levied by a government agency, if any.
- 5) Upon completion, the application feature(s) agreed to in this Proposal will be considered a customized feature exclusive to the Client’s system. This feature will not be included in any future upgrades, unless specifically contracted as an additional add-on feature.

Effective Date and Payment Schedule

- 1) The work described herein will be scheduled to commence at a mutually agreeable date after Client’s acceptance of this Proposal.
- 2) Payment Schedule:

- 25% Upon Client's receipt of written notification that staging servers have been validated by System Support Group with respect to standard Tiburon setup and upon completion of the implementation meeting.
- 50% Upon Client's receipt of written notification that the system is ready for testing in the test system.
- 25% Upon Client's notification to Tiburon that the system has been in production for 10 business days without any priority 1 service interruptions.

Note: This Proposal may be cancelled at Tiburon's discretion upon written notice to Client if the first payment milestone is not paid when due, unless Client has notified Tiburon of the reasons for withholding completion sign-off as provided in the Completion Criteria section below.

- 3) Execution by both parties of the Travis County Purchasing Office Modification Form to which this Proposal is attached authorizes Tiburon to proceed with the work described herein and confirms funding will be obligated. Any requisite contractual documents required by Client's purchasing procedures are the responsibility of the Client.
- 4) The terms and conditions of the above referenced Agreement, supplemented and modified by this Proposal, prevail regardless of any conflicting or additional terms and conditions on any Purchase Order or other correspondence.
- 5) This fixed price Proposal is valid through October 7, 2014.

Exhibit 1 Statement of Work

Scope Description

Remotely, Tiburon will provide the following in the Client's 7.51 environment for the listed systems;

No software configurations will be altered in any way. Travis County Staff will aid in staging, testing, and eventual swapping of IP addresses towards final placement within their network (Training and Production).

All efforts will be proven in the Training environment before Production is considered for same effort. All interfaces will be included (as-is) with appropriate Run-Time systems – the exception being the TiburonCONNECT API which will be treated separately.

Prerequisites:

All staging of servers will be validated by SSG with respect to standard Tiburon setup. The new SQL Server 2012 database will be blessed by DBAs along with migrated data.

Run-Time Systems (8 systems (6 Run-Times) on 6 servers)

(RMS/CMS)

(IDB)

(CPS/CPS)

(APS)

(PIMS-CA)

(PIMS-DA)

1. Copy Tiburon System software to new server
2. Install new Scheduler with proper 64-bit memory mapping
3. Install/Register Authentication and other services
4. Create all likely existing shortcuts and menu items
5. Test locally 1 by 1 towards eventual entire infrastructure

Distribution Server:

1. Copy Tiburon System software distribution (including Navigator) to new server
2. Create existing OS Shares
3. Unit Test

Web Server:

1. Copy Tiburon Web software to the new server
2. Setup Server 2008 IIS with appropriate default apps and settings
3. Install all Web sites for associated systems (8)
4. Unit Test

TIPS:

1. Build server/load OS/Load all updates (client)
2. Provide access to server (client)
3. Copy apps and snap shot of data to new server
4. Install apps and register dll's
5. Test all apps locally from server

The following steps will be followed at cutover for TIPS:

6. Recopy user data and photos (Tiburon)
7. Take old server offline (client)
8. Rename and renumber IP to old server name and IP (client)
9. Restart new server and bring online (client)
10. Test and go live (client and Tiburon)

PropRoom

The steps to move PropRoom to a new server are as follows:

1. Build server/load OS/Load all updates (client)
2. Provide access to server (client)
3. Copy apps to new server (Tiburon)
4. Install apps and register dll's (Tiburon)
5. Move all Windows printers (barcode printers) to new server and test (client)
6. Test all apps locally from server (client and Tiburon)

The following steps will be followed at cutover for PropRoom:

7. Take old server offline (client)
8. Rename and renumber IP to old server name and IP (client)
9. Restart new server and bring online (client)
10. Test and go live (client and Tiburon)

Application Testing Support:

Respond to issues raised by Travis County when testing the new environment. Issues must be shown by Travis not to exist in the current production environment. Any such issues, will be considered maintenance items and addressed as part of system maintenance outside of the server migration efforts.

Provide remote support to engineering and Travis County testing efforts. Support should be limited to reviewing and answering configuration questions for browser setup.

The Tiburon Interface team will recompile the interface applications to run under WS2012 and install/configure on new servers.

Server/Instance readiness and preparation, planning, backup and restore operations, cutover support for TRN and PRD databases for all listed applications.

Tiburon's Internal IT staff will check the hardware, record the necessary details and verify the Client staging and OS installations are complete and ready for Tiburon Applications.

Tiburon believes this approach results with the least risk of problems or down time. No user short cuts need to be changed. No configuration files need to be changed at the last second to reflect the new addresses. No risk of missing an entry in an obscure config file. In the event of a failure in the cutover process, the recovery back to the original servers is easier.

Tiburon Responsibilities

- 1) Modify the application per the Scope Description.
- 2) Install the modified code in Client's test environment.
- 3) Upon Client's testing, correct any discrepancies in operation based on the Scope Description.
- 4) Install the modified code in Client's production environment.

Client Responsibilities

- 1) Designate a person to be the principal point of contact for all technical questions and administrative arrangements relating to this Proposal.
- 2) Provide VPN access to Tiburon.
- 3) Install and configure Windows 2012 and SQL 2012 as needed
- 4) As required, coordinate the participation of non-Tiburon provided third parties and outside agencies.
- 5) Test the code for conformance with the Scope Description within ten (10) business days from receipt of Tiburon's notification the code is ready for testing.

Completion Criteria

This work will be considered complete in two phases. Phase 1 will be considered complete after Tiburon has provided the Client with written notification that the enhancement is ready for testing in the test system. Phase 2 will be considered complete when the enhancement has been placed into production and for a period of 10 business days without any priority 1 service interruptions. If Client does not confirm completion of Phase 2 with a sign off letter presented by the Tiburon project manager within ten (10) business days of submittal of such letter, or otherwise notifies Tiburon in writing why completion sign-off has not been provided, any final invoice(s) will be issued and will be payable in accordance with the payment terms of this Proposal.