



# Board Agenda Item 46

DATE: July 9, 2019

TO: Board of Supervisors

SUBMITTED BY: Robert W. Bash, Director, Internal Services/Chief Information Officer

SUBJECT: Agreement with Smartspace USA, Inc.

RECOMMENDED ACTION(S):

**Approve and authorize the Chairman to execute an Agreement with Smartspace USA, Inc. for Conference Room Scheduling Software and Hardware, effective July 9, 2019, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$830,000.**

The recommended action will allow the Internal Services Department - Information Technology Services Division (ISD-IT) to implement conference room management software for use by staff throughout the County. This system will allow County staff to dynamically manage conference rooms, and includes a robust visitor management system. This system will allow staff to effectively manage shared spaces, visitors to County locations, and will provide data to drive more efficient use of County facilities. This system will be implemented in all the new Department of Social Services buildings, beginning with their new administrative headquarters and training building, but will be available for use by any County department. This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board not approve the recommended action, the County will be unable to implement this conference room management system. Currently, County staff manage conference rooms and visitors in very manual ways without any standardization or support.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The proposed agreement has a total compensation amount not to exceed \$830,000 for the entire possible 5-year term of the agreement. This total includes \$450,000 for software license fees, \$70,000 for implementation costs, \$300,000 for hardware purchases, and \$10,000 for training and travel expenses. This agreement allows for ongoing implementation of individual buildings as the County brings them into the system. Costs associated with service use by County departments will be recovered through charge-backs to user departments. Sufficient appropriations and estimated revenues for the costs associated with the proposed agreement are included in the Department's Information Technology Services Org 8905 FY 2019-20 Recommended Budget and will be included in subsequent budget requests.

DISCUSSION:

On February 27th, 2019, the County of Fresno, on behalf of ISD-IT, issued Request for Proposal (RFP) No. 19-054 for Conference and Meeting Room Scheduling Software to 1,183 vendors registered in Public

Purchase. The response period closed on March 27th, 2019, and three vendors were deemed responsive: Smartspace USA, Inc., EMS Software, LLC., and Condeco Software Inc.

An evaluation panel composed of representatives from ISD-IT and the Department of Social Services evaluated each proposal solely based on the requirements of the RFP. The evaluation panel reviewed the capability of the bidders to provide a robust and flexible conference management solution along with a variety of optional functionality. The committee unanimously recommended the Smartspace USA, Inc. Solution because the vendor best demonstrated its solution's capability and flexibility for the County's various needs at a reasonable cost.

Currently, there is minimal meeting room coordination available through Outlook, and a significant amount of the coordination of meeting rooms is performed manually. Without standardized tools, meeting rooms are often double-booked, resulting in staff having a lack of available space to conduct business. The Smartspace solution will allow for powerful coordination of room use with data about room size and available materials and technology within the room. It provides powerful approval controls and limitations on reserving rooms, while providing ad hoc visibility on room availability using room-mounted panels to show a room's status. This will allow staff to reserve rooms on an as-needed basis without impeding the work of others. In addition to the room coordination, the solution has a robust visitor management system that includes self-check-in for visitors, notifications for staff that their visitor has arrived, and robust wayfinding to assist visitors and staff in navigating unfamiliar buildings. This software should increase the ability of County departments to manage their meeting spaces more efficiently, and interact with visitors more effectively.

Exhibit 3 to the Agreement is a Limited Use Software License Agreement, which is not a standard County agreement. It contains a limitation on liability, non-standard warranty language, and non-standard hold-harmless language. These non-standard components of the Exhibit 3 Limited Use Software License Agreement have been reviewed by Risk Management, and there were no concerns with these provisions.

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with Smartspace USA, Inc.

CAO ANALYST:

Yussel Zalapa