

On March 10, 2015, the Board approved the upgrade of the original recording system to a web-based recording platform. The software support and maintenance contract include a net cost of \$180,805 for the upgrade, which included significant savings in software licensing costs.

On September 7, 2016, the web-based platform was placed into service, replacing an IBM AS/400 based system originally put into service on November 1, 2002. The new system runs on the existing County infrastructure, reducing the need for specialized hardware and software.

Conduent will provide software support and maintenance services for AgileFlow Records Manager, open architecture land records document management and imaging workflow software system. Maintenance services shall include but not limited to routine bug fixes, revisions, upgrades, software installations including server installations, migrations, batch jobs, script files and support calls. In addition, Conduent will perform all on-going support of the system including Conduent owned hardware and software.

ALTERNATIVES:

The Board could choose not to approve the agreement; however, this is not recommended because regular and timely maintenance is necessary to ensure that the AgileFlow software system is working at an optimal state.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed the agreement as to form; the Department of Information Technology has reviewed the proposal agreement and concurs with the department's recommendation and Risk Management has confirmed insurance requirements.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION