



County of Santa Cruz 127

DISTRICT ATTORNEYS OFFICE
RONALD L. RUIZ, DISTRICT ATTORNEY

March 30, 1999

BOARD AGENDA: April 13, 1999

The Honorable Jeffrey Almquist, Chairperson
and Members of the Board of Supervisors
Governmental Center
701 Ocean Street, Room 500
Santa Cruz, CA 95060

RE: Automated Child Support System

Dear Chairperson Almquist and Members of the Board:

In June, 1998, after the demise of the Statewide Automated Computer System (SACCS), your Board authorized the District Attorney's Family Support Division to convert its outdated automated case management system to CASES. CASES is one of four approved child support collection software systems mandated by the state for implementation in California counties.

In addition, your Board authorized the Information Services Department (ISD) to enter into a contract with Mr. Kent Taylor, a software consultant, to provide technical support for the CASES software conversion and ongoing maintenance and operations services. Your Board also authorized ISD to enter into a contract with Computer Associates regarding the necessary software license (IDMS).

In November 1998, as a result of a greatly expanded work requirement caused by Federal mandated changes to the CASES application, Mr. Taylor terminated his contract with the County. With the departure of Mr. Taylor, District Attorney and ISD staff utilized this opportunity to re-examine the decision to migrate to CASES and researched options available to move to CASES. The other state approved systems are ARS, STAR/KIDS and KIDZ. The total number of counties presently utilizing or moving to ARS is two and STAR/KIDS is four. These two systems utilize much the same architecture as the failed SACSS program and are cumbersome and overly complex. The majority of California counties operate or have chosen CASES (22), or KIDZ (30).

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WATSONVILLE OFFICE
P.O. BOX 228
FREEDOM, CA 95019
1430 FREEDOM BLVD.
WATSONVILLE, CA 95076
(831) 763-5120

FAMILY SUPPORT DIVISION
P.O. BOX 1841
420 MAY AVENUE
SANTA CRUZ, CA 95061
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KIDZ runs on two platforms, one for financial and the other case management. This lack of integration is planned to be remedied in the future but no date certain has been determined. The other difficulty with KIDZ is contracting with a competent vendor to perform and complete conversion activities prior to January 2000. KIDZ also lacks the proven long term stability of CASES. We are confident CASES continues to be the most appropriate child support system for Santa Cruz County and are recommending that the County enter into a contract with Informatix to provide CASES related conversion services.

Informatix has been in business since 1986 and initially developed and installed CASES in the San Francisco County Family Support Division. Since that time, they have successfully converted fifteen other California counties to CASES. Their, over forty, staff members have extensive CASES experience and provide development, testing, documentation and systems administration support for all of the California Family Support offices currently using CASES. We examined several vendors who purported to have the capabilities to convert Santa Cruz County to CASES, but lacked direct experience converting any Family Support computer systems to CASES.

A cost analysis between the installation of CASES locally or at the State Health and Welfare Data Center (HWDC) in Sacramento shows a substantial cost savings if CASES is installed at HWDC rather than locally. If CASES is installed at HWDC, the cost is \$196,950. If installed locally, the cost is \$267,625. The ongoing maintenance and operation costs charged by Informatix for local installation would be \$105,000 per year. If CASES is installed in Sacramento at HWDC, much of the \$200,000 per year Family Support incurs for running their present system at ISD would be eliminated and the \$72,000 annual cost to Computer Associates for IDMS software licensing would not be necessary. The estimated total annual ongoing cost to run CASES locally is \$438,700. The annual ongoing cost to run it at HWDC is estimated at \$266,000. Consortia costs are shared among the CASES counties with Santa Cruz County's share expected to be \$76,000 per year. This cost is incurred whether we run locally or at HWDC. A cost reduction will be realized as more counties convert to CASES.

Cost Analysis		
	HWDC	LOCAL
Informatix - Conversion	\$196,950*	\$267,625''
Informatix - Ongoing	0	\$105,000
IDMS Licensing	0	\$72,000
Production Costs	\$150,000	\$261,700
Local ISD Costs with HWDC Install	\$40,00	0
Consortia	\$76,000	\$76,000
Total One Time Costs	\$196,950	\$267,625
Total Ongoing Costs	\$266,000	\$514,700

* one time costs - all other costs are annual

In addition, the federal government has stated that California counties can only achieve ongoing maintenance and operation cost effectiveness if counties use a single application operated out of one site, such as HWDC. This requirement is expected to be included in the approved advanced planning document to be completed by the federal government in the next few months. This document provides requirements and authority for the federal funding of child support computer systems in California in the aftermath of the failure of SACSS.

Since conversion to a new child support system has been pending for several years, we have addressed manually many of the recent federal and state mandated changes and have avoided making many substantive software changes to the current system. In anticipation of the conversion to CASES, no Y2K changes have been made to the present software system. It is therefore critical that we move rapidly to CASES which is Y2K compliant and will provide a much greater level of efficiency in the child support collection effort.

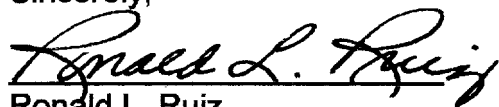
Your Board appropriated expenditures of \$181,987 for Kent Taylor and Computer Associates in fiscal year 1998/99 of which \$109,858 remains unexpended. We are requesting your approval for an additional appropriation of \$87,092 which will provide sufficient funding for payment to Informatix of \$196,950 for conversion costs. The higher costs for this project are primarily due to an increased level of services provided by the new vendor. This is a benefit to both Family Support and Information Services. The selection of Informatix will ensure a successful and professional conversion while minimizing involvement of both Department's staff resources.

Family Support works hard to earn revenues equal to or in excess of expenditures each year. Historically, Family Support does not incur any net County costs. Federal funding provides reimbursement of all expenditures at 66%. Because of Santa Cruz County's high level of child support collection, the remaining 34% of all Family Support costs are provided by collection generated incentive revenues. No County costs will be incurred for this project.

IT IS THEREFORE RECOMMENDED that your Board:

1. Approve the agreement with Informatix for conversion of the existing Family Support system to the CASES automated child support collection system in an amount not to exceed \$196,950, and authorize the' Information Services Director to sign the agreement; and
2. Adopt a resolution accepting and appropriating \$87,092 in unanticipated revenue in Federal reimbursement funds.

Sincerely,

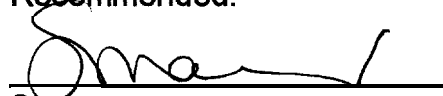


Ronald L. Ruiz
District Attorney



Kenneth Wedderburn
Information Services Department

Recommended:



Susan A. Mauriello
County Administrative Officer

Informatixbd

COUNTY OF SANTA CRUZ

130

REQUEST FOR APPROVAL OF AGREEMENT

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

FROM:

DISTRICT ATTORNEY/INFORMATION SVCS

Handwritten signatures and date 4/2/99

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

1. Said agreement is between the Information Services Department (Agency) and Informatix, 649 Mission, Suite 400, San Francisco, CA 94105 (Name & Address)

2. The agreement will provide services for technical, application and case conversion support for Santa Cruz County's conversion from the existing "SLO Family Support System" to the "CASES" automated child support system.

3. The agreement is needed because the County cannot provide these services.

4. Period of the agreement is from 13 April 1999 to 30 June 1999

5. Anticipated cost is \$ 196,950 (Fixed one time, Monthly rate, Not to exceed)

6. Remarks: approved by the Board of Supervisors on the consent agenda of 4-13-99.

7. Appropriations are budgeted in 271310 (Index#) 3665 (Subobject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and have been incurred. Contract No. 0081820 Date 4/3/99

GARY A. KNUTSON, Auditor - Controller

By Juida Chou Deputy.

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the Director of Information Services to execute the same on behalf of the District Attorney's

Family Support Division and Info Svcs Dept (Agency).

County Administrative Officer

Remarks: (Analyst) By Date

Agreement approved as to form. Date

- Distribution: Bd. of Supv. - White Auditor-Controller - Blue County Counsel - Co. Admin. Officer - Canary Auditor-Controller - Pink Originating Dept. - Goldenrod

*To Orig. Dept. if rejected.

27 (6/95)

State of California) County of Santa Cruz) ss ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz, State of California, do hereby certify that the foregoing request for approval of agreement was approved by said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered in the minutes of said Board on County Administrative Officer By Deputy Clerk

BEFORE THE BOARD OF SUPERVISORS
OF THE COUNTY OF SANTA CRUZ, STATE OF CALIFORNIA

- RESOLUTION NO. _____

On the motion of Supervisor _____
duly seconded by Supervisor _____
the following resolution is adopted.

RESOLUTION ACCEPTING UNANTICIPATED REVENUE

WHEREAS, the County of Santa Cruz is a recipient of funds from the Federal Government for the Family Support program; and

WHEREAS, the County is a recipient of funds in the amount of \$87,092 which are either in excess of those anticipated or are not specifically set forth in the current fiscal year budget of the County; and

WHEREAS, pursuant to Government Code Section 29130(c), such funds may be made available for specific appropriation by a four-fifths vote of the Board of Supervisors;

NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the Santa Cruz County Auditor-Controller accept funds in the amount of \$ 87,092 into department District Attorney Budget (Index) No. 271310 Revenue Account No. 0941,

and that such funds be and are hereby appropriated as follows:

Budget (Index) Number	Account Number	Account Name	Amount
271310	3665	Professional and Special Services	\$87,092

DEPARTMENT HEAD I hereby certify that the fiscal provisions have been researched and that the Revenue(s) (~~has been~~) (will be) received within the current fiscal year.

Madlyn Palmer-Jennance
Department Head
Date 8/2/99

COUNTY ADMINISTRATIVE OFFICER

/ Recommended to Board

/ Not Recommended to Board

PASSED AND ADOPTED by the Board of Supervisors of the County of Santa Cruz, State of California, this _____ day of _____ 19____ by the following vote (requires four-fifths vote for approval):

AYES: SUPERVISORS

NOES: SUPERVISORS

ABSENT: SUPERVISORS

Chairperson of the Board

ATTEST:

Clerk of the Board

APPROVED AS TO FORM

Samuel Touj 7/19/96
County Counsel

APPROVED AS TO ACCOUNTING DETAIL:

Linda Chou 4/3/99
Auditor-Controller

Distribution:

- Audi tor- Controller
- County Counsel
- County Administrative Officer

Contract No.

INDEPENDENT CONTRACTOR AGREEMENT

THIS CONTRACT is entered into this ___ day of ___, 1999, by and between the COUNTY OF SANTA CRUZ, hereinafter called COUNTY, and Informatix Inc., hereinafter called CONTRACTOR, The parties agree as follows:

1. DUTIES. CONTRACTOR agrees to exercise special skill to accomplish the following result:

A. CONTRACTOR shall provide the services described in Exhibit "A" (Santa Cruz County Information Services Department Requirements for Technical, Application and Case Conversion Support for the Conversion from existing "SLO" Family Support System to the CASES Automated Child Support System) incorporated herein and Exhibit "B" Informatix Inc. PROPOSAL dated December 18, 1998, incorporated herein, during the term of this agreement.

B. CONTRACTOR shall be responsible for reporting any difficulties in complying with the terms and provisions of this agreement at the earliest possible date.

2. COMPENSATION. In consideration for CONTRACTOR's successful performance and COUNTY'S acceptance of services specified in Exhibit "A" and Exhibit "B", County agrees to pay CONTRACTOR on the basis of appropriate claims submitted to the Information Services Department in accordance with Exhibit "C", (Deliverable Milestones for Technical, Application and Case Conversion Support for conversion from the existing "SLO" Family Support System to the CASES Automated Child Support System, incorporated herein. In no event shall the maximum payment made by COUNTY to CONTRACTOR under this agreement exceed the sum of \$196,950. Compensation shall cover all expenses associated with the project including staff expense, travel, lodging and meal expenses. In order to receive payment, the CONTRACTOR shall submit claims to the County of Santa Cruz % Kenneth D. Wedderburn, Information Services Director, 701 Ocean Street, Room 530, Santa Cruz, CA 95060.

A. Any additional services outside the services outlined in Exhibit "A" or Exhibit "B" requested by COUNTY and agreed to and performed by CONTRACTOR, shall be compensated at a rate of:

\$110 per hour for Senior Technical/Analyst staff.

\$125 per hour Data Base Administrator.

B. The work performed by CONTRACTOR is "work for hire". All work performed including installations, modifications, adaptations, enhancements and derivative work are a contribution to a collective work.

3. SCHEDULE. Services provided under this agreement shall be provided in accordance with the time frames outlined in the "Deliverable Schedule", Exhibit D., incorporated herein.

4. TERM. The term of this contract shall be: Effective upon the date of execution of this agreement through September 30, 1999.

5. EARLY TERMINATION. County may terminate this contract at any time by giving 30 days written notice to Contractor.

6. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS. CONTRACTOR shall exonerate, indemnify, defend, and hold harmless COUNTY (which for the purpose of paragraphs 6 and 7 shall include, without limitation, its officers, agents, employees and volunteers) from and against:

A. Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which COUNTY may sustain or incur or which may be imposed upon it for injury to or death of persons, or damage to property as a result of, arising out of, or in any manner connected with the CONTRACTOR'S performance under the terms of this Agreement, excepting any liability arising out of the sole negligence of the COUNTY. Such indemnification includes any damage to the person(s), or property(ies) of CONTRACTOR and third persons.

B. Any and all Federal, State and Local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR'S officers, employees and agents engaged in the performance of this Agreement(including, without limitation, unemployment insurance, social security and payroll tax withholding).

7. INSURANCE. CONTRACTOR, at its sole cost and expense, for the full term of this Agreement (and any extensions thereof), shall obtain and maintain at minimum compliance with all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be excess of CONTRACTOR'S insurance coverage and shall not contribute to it.

If CONTRACTOR utilizes one or more subcontractors in the performance of this Agreement, CONTRACTOR shall obtain and maintain Independent Contractor's Insurance as to each subcontractor or otherwise provide evidence of insurance coverage for each subcontractor equivalent to that required of CONTRACTOR in this Agreement, unless CONTRACTOR and COUNTY both initial here _____ / _____

A. Types of Insurance and Minimum Limits

(1) Worker's Compensation in the minimum statutorily required coverage amounts. This insurance coverage shall not be required if the CONTRACTOR has no employees and certifies to this fact by initialing here _____

(2) Automobile Liability Insurance for each of CONTRACTOR's vehicles used in the performance of this Agreement, including owned, non-owned (e.g. owned by CONTRACTOR'S employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage. This insurance coverage shall not be required if vehicle use by CONTRACTOR is not a material part of performance of this Agreement and CONTRACTOR and COUNTY both certify to this fact by initialing here _____ / _____

(3) Comprehensive or Commercial General Liability Insurance coverage in the minimum amount of \$1 ,000,000 combined single limit, including coverage for: (a) bodily injury, (b) personal injury, © broad form property damage, (d) contractual liability, and (e) cross-liability.

(4) Professional Liability Insurance in the minimum amount of \$ _____ combined single limit, if, and only if, this Subparagraph is initialed by CONTRACTOR and COUNTY - / -

B. Other Insurance Provisions

(1) If any insurance coverage required in this Agreement is provided on a "Claims Made" rather than "Occurrence" form, CONTRACTOR agrees to maintain the required coverage for a period of three (3) years after the expiration of this Agreement (hereinafter "post agreement coverage") and any extensions thereof. CONTRACTOR may maintain the required post agreement coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post agreement coverage being both available and reasonably affordable in relation to the coverage provided during the term of this Agreement. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of this Agreement in order to purchase prior acts or tail coverage for post agreement coverage shall be deemed to be reasonable.

(2) All required Automobile and Comprehensive or Commercial General Liability Insurance shall be endorsed to contain the following clause:

"The County of Santa Cruz, its officials, employees, agents and volunteers are added as an additional insured as respects the operations and activities of, or on behalf of, the named insured performed under Agreement with the County of Santa Cruz."

(3) All required insurance policies shall be endorsed to contain the following clause:

"This insurance shall not be canceled until after thirty (30) days prior written notice has been given to: Kenneth D. Wedderburn, Information Services Director, County of Santa Cruz, 701 Ocean Street, Room 530, Santa Cruz, CA 95060.

(4) CONTRACTOR agrees to provide its insurance broker(s) with a full copy of these insurance provisions and provide COUNTY on or before the effective date of this Agreement with Certificates of Insurance for all required coverages. All Certificates of Insurance shall be delivered or sent to: Kenneth D. Wedderburn, Director of Information Services, County of Santa Cruz, 701 Ocean Street, Room 530, Santa Cruz, CA 95060.

8. EQUAL EMPLOYMENT OPPORTUNITY. During and in relation to the performance of this Agreement, CONTRACTOR agrees as follows:

A. The CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, mental or physical disability, medical condition (cancer related), marital status, pregnancy, gender, sex, sexual orientation, age (over 40), veteran status, or any other non-merit factor unrelated to job duties. Such non-discriminatory action shall include, but not be limited to, the following: recruitment; advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. The CONTRACTOR agrees to post in conspicuous places, available to employees and applicants for

employment, notice setting forth the provisions of this non-discrimination clause

B. If this Agreement provides compensation in excess of \$50,000 to CONTRACTOR and if CONTRACTOR employs fifteen (15) or more employees, the following requirements shall apply:

(1) The CONTRACTOR shall, in all solicitations or advertisements for employees placed by or on behalf of the CONTRACTOR, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, mental or physical disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 40), veteran status, or any other non-merit factor unrelated to job duties. In addition, the CONTRACTOR shall make a good faith effort to consider Minority/Women/Disabled Owned Business Enterprises in CONTRACTOR's solicitation of goods and services. Definitions for Minority/ Women/Disabled Business Enterprises are available from the COUNTY General Services Purchasing Division.

(2) In the event of the CONTRACTOR's non-compliance with the non-discrimination clauses of this Agreement or with any of the said rules, regulations, or orders said CONTRACTOR may be declared ineligible for further agreements with the COUNTY.

(3) The CONTRACTOR shall cause the foregoing provisions of this Subparagraph 8B. to be inserted in all subcontracts for any work covered under this Agreement by, a subcontractor compensated more than \$50,000 and employing more than fifteen (15) employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

9. INDEPENDENT CONTRACTOR STATUS. CONTRACTOR and COUNTY have reviewed and considered the principal test and secondary factors below and agree that CONTRACTOR is an independent contractor and not an employee of COUNTY. CONTRACTOR is responsible for all insurance (workers compensation, unemployment, etc.) and all payroll related taxes. CONTRACTOR is not entitled to any employee benefits. COUNTY agrees that CONTRACTOR shall have the right to control the manner and means of accomplishing the result contracted for herein.

PRINCIPAL TEST: The CONTRACTOR rather than COUNTY has the right to control the manner and means of accomplishing the result contracted for.

SECONDARY FACTORS: (a) The extent of control which, by agreement, COUNTY may exercise over the details of the work is slight rather than substantial; (b) CONTRACTOR is engaged in a distinct occupation or business; (c) In the locality, the work to be done by CONTRACTOR is usually done by a specialist without supervision, rather than under the direction of an employer; (d) The skill required in the particular occupation is substantial rather than slight; (e) The CONTRACTOR rather than the COUNTY supplies the instrumentalities, tools and work place; (f) The length of time for which CONTRACTOR is engaged is of limited duration rather than indefinite; (g) The method of payment of CONTRACTOR is by the job rather than by the time; (h) The work is part of a special or permissive activity, program, or project, rather than part of the regular business of COUNTY; (i) CONTRACTOR and COUNTY believe they are creating an independent contractor relationship rather than an employer-employee relationship; and (j) The COUNTY conducts public business.

It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors which indicate that CONTRACTOR is an independent contractor

By their signatures to this Agreement, each of the undersigned certifies that it is his or her considered judgment that the CONTRACTOR engaged under this Agreement is in fact an independent contractor,

10. NON-ASSIGNMENT CONTRACTOR shall not assign this Agreement without the prior written consent of the COUNTY.

11. RETENTION AND AUDIT OF RECORDS CONTRACTOR shall retain records pertinent to this Agreement for a period of not less than three (5) years after final payment under this Agreement or until a final audit report is accepted by COUNTY, whichever occurs first. CONTRACTOR hereby agrees to be subject to the examination and audit by the Santa Cruz County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of three (3) years after final payment under this Agreement

12. CONFIDENTIALITY Confidential information is defined as all information disclosed by COUNTY to CONTRACTOR or by CONTRACTOR to COUNTY, which relates to the other's past, present and future activities, as well as all activities under this agreement. CONTRACTOR and COUNTY mutually agree to hold all such information in trust and in confidence. Upon cancellation, expiration or completion of this Agreement, each party hereto shall return to the other all written or descriptive matter which contains any such confidential information.

13. PRESENTATION OF CLAIMS Presentation and processing of any or all claims arising out of or related to this Agreement shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.

IN WITNESS WHEREOF, the parties hereto have set their hands the day and year first above written.

COUNTY OF SANTA CRUZ

INFORMATIX INC.

By: _____
Kenneth D Wsdderburn
Director of Information Services

By: Raul D Ocazonez
Raul D Ocazonez, President
Informatix Inc.
849 Mission, Suite 400
San Francisco, CA 94105

APPROVED AS TO INSURANCE:

By: Janet McKinley 3-29-90
Risk Management

APPROVED AS TO FORM:

By: Samuel G. [Signature]
County Counsel

Exhibit A

**Santa Cruz County, Information Services Department
Requirements for:
Technical, Application and Case Conversion Support
for Santa Cruz County's conversion from the existing "SLO" Family Support System
to the CASES Automated Child Support System**

I. BACKGROUND

Santa Cruz County's Family Support Division (SCCFSD) is planning to convert to the CASES, Automated Family Support System. Santa Cruz County is contracting for installation, conversion and application support services necessary to successfully implement and operate the CASES application on State of California. Health and Welfare Data Center (HWDC) computers.

II. PREREQUISITES

- A. Contractor must be familiar with the CASES application database structure and have previously provided database. conversion and application support for the CASES automated system.
- B. The contractor must be familiar with the San Luis Obispo County "SLO" Family Support Application and have experience with the conversion from the "SLO" application to the CASES application. The contractor is expected to perform an on-site analysis of the Family Support Division (FSD) of the District Attorney's Office, and the Information Services Department (ISD). to become familiar with Santa Cruz County's environment and support requirements. In addition. the contractor is expected to become familiar with the specific implementation of the "SLO" system as found in Santa Cruz County.

III. ENVIRONMENT

- A. The CASES application is a significant computer application consisting of ADS On-line dialogs and batch COBOL programs. The CASES application utilizes a CA-IDMS database and has batch interfaces to multiple VSAM subsystems residing on Santa Cruz County's IBM9672-R24 mainframe using the VM/VSE/ESA operating system.
- B. The CASES application is running on the State of California. Health and Welfare Data Center computer.
- C. In order to facilitate timely support of the CASES application. Santa Cruz County will. after establishing appropriate security measures. provide dial-up access for

the contractor.

- D. Santa Cruz County's Family Support Division (SCCFSD) intends to operate the CASES application with little change from master release versions implement&d for the CASES consortium counties, with the exception of: conversion requirements; changes necessary for successful interface with other Santa Cruz County applications: payment process and document printing. Following are some, but not all, of the changes that may be required.
1. Adaption of all JCL required for integration of interfaces into Santa Cruz County's processing schedule, computer billing system and operating environment.
 2. Modification of any codes that are agency specific.
 3. Modification of any hard coded data elements required for successful operation in Santa Cruz County.
 4. Modifications necessary to programs that interface with other Santa Cruz County systems e.g.; Auditors payment/GL/Warrant Reconciliation; Human Resources, Case Data System (CDS) outbound/inbound processes.
 5. Possible minor modifications to run schedule and job mix.
 6. Document printing implementation (using JetForms) at SCCFSD offices.
- E. Santa Cruz County's Information Services Department will provide support for the following:
1. Computer Operator and Systems Programmer support for interface and CASES application components residing on the County of Santa Cruz mainframe computer.
 2. Computer Operator support for all production and back-up processes run on Santa Cruz County's mainframe computer.
 3. Management. equipment and network support for Santa Cruz County's SNA/Frame Relay/Local Area Network environment.
 4. Supervision over all Santa Cruz County security measures.
- F. Santa Cruz County's Family Support Division (SCCFSD) of the District Attorney's Office will provide:
1. Definition of Family Support Division application requirements.
 2. Interpretation and definition of administrative and legislative guidelines.
 3. Problem reporting liaison with contractor and the Information Services Department.
 4. Administrative support for the department's network server (LAN).
 5. In consultation with Contractor. administration of the CASES document print functions and printer setup.

IV. SUPPORT AND SERVICE REQUIREMENTS

A. Contractor must provide all implementation services necessary to convert/create SCCFSD's CASES database, implement CASES application. test application and establish operational environment and ongoing procedures necessary to insure that CASES is operated successfully for SCCFSD on HWDC's computer(s).

1. Coordinate all CASES operational issues between SCCFSD and HWDC. Including coordination and liaison regarding SCCFSD network connection to HWDC point of presence router. SCCFSD network lies outside County of Santa Cruz network and gains access to the Santa Cruz network via HWDC's point of presence router.
2. Insure that effective backup and recovery procedures are defined which insure that database or application failure will not result in the loss of data or interrupt SCCFSD's services.
3. Comply with direction from Santa Cruz County's Computer Operations and Technical Services Managers regarding allocation and utilization of Santa Cruz County equipment, software and other County resources.

B. The contractor must provide an automated conversion of the Santa Cruz County "SLO" Family Support System to the CASES Family support system. and move the CASES application into full production status. Requires completion of the following tasks:

1. Analysis, data mapping, programming and conversion processing necessary to convert the Santa Cruz County "SLO" Family Support System. case information. to the CASES Family Support System.
2. Provide consultation to the Family Support Division of the District Attorney's Office and Information Services Department in order to facilitate the clean-up of existing case information and maximize the case conversion success rate.
3. The automated conversion process must successfully convert more than ninety percent (90+%) of matching data elements in the "SLO" and CASES systems.
4. Install, modify and adapt the CASES application to address SCCFSD requirements. Perform all work necessary to bring the CASES application into operational test and production environments. This work includes replacement of existing interfaces to Santa Cruz County, Federal and State government entities.
3. Attend new release consortium meetings in San Francisco for planning of new release efforts including: analysis of the impact of new release on the SLO to CASES conversion. operational environment. and providing recommendations to the Santa Cruz County Family Support Division regarding efficient implementation of any new releases.*
6. During conversion and implementation maintain the development subsystem. test data. test environment. and production subsystem.

7. During conversion provide implementation support. This includes:
 - a. Hotline support. with a maximum two hour call response. with corrective actions beginning immediately.
 - b. Contractor is expected to respond to relevant inquiries about the CASES application made by Santa Cruz County's Family Support Division or Information Services Department personnel.
8. Attend weekly support meetings regarding the CASES conversion and implementation with Santa Cruz County's Family Support and Information Services personnel to resolve any outstanding CASES conversion issues.

V. OTHER REQUIREMENTS

1. Costs must be fixed, any deviation from fixed cost for additional service must be specifically stated with applicable charge rates.
2. Services are performed as an independent contractor.
3. Contracts cannot be assigned without express written approval by Santa Cruz County.
4. Contractor must maintain confidentiality of all records and data.
5. Contractor must provide for 30 day termination by County of Santa Cruz.
6. Contract work is considered "Work for Hire", contractor will make no claim of copyright to the CASES application. or modifications and enhancements made by contractor to the CASES application.
7. All contractor expenses are inclusive with proposal.

INFORMATIX. Inc.
649 Mission. Suite 400
San Francis&, CA 94105

PC 142

Proposal

Santa Cruz County Family Support Division

Implementation of the CASES System

December 18, 1998

Project Summary

This proposal has been prepared for the consideration of the Santa Cruz County Office of the District Attorney, Family Support Division at the request of the Information Services Division of Santa Cruz County. At the request of Family Support Division management staff the proposal has been structured to include two (2) separate estimates. The first estimate is for costs required to install the application on-site in the county. The second is for costs required to migrate the county's files to the State of California Health and Welfare Data Center in Sacramento. The cost estimates for each proposal include business process support as well as technical support services.

Pursuant to the Requirements statement issued by the Information Services Division the following is offered to establish Informatix, Inc.'s credentials in the prerequisite area of CASES application development and support.

Vendor Profile

* Informatix official name and address are as follows; *

Informatix, Inc.
649 Mission, Suite 400
San Francisco, CA 94105
415-365-1515

Informatix, Inc. has been providing consulting services in the fields of systems integration and data processing since 1986, managing, developing and participating in a number of projects in City, County and State Government agencies.

Informatix, Inc. has developed and continues to lead the CASES child support enforcement system. This project has enjoyed such success that it was chosen by the CCSA (California Child Support Automated) project to be the primary candidate and future consortia lead in the direct replacement of the failed LMIMS (Lockheed Martin Information Management Systems) state-wide automated child support system. All development, testing, documentation, and systems administration functions are supported solely by Informatix, Inc.

Senior technical support staff bring over twenty-four (24) years-combined experience in CASES application development and support. Child support business analyst staff from Informatix have over thirty-three (33) years-combined child support program experience to draw upon.

Since May 1998 Informatix, Inc. has successfully converted fifteen (15) counties to CASES. A custom application to upload extracted data into CASES is just one of the many technical support tools available for use in this implementation.

During state fiscal years 1991-92 and 1992-93, the County of Kings successfully converted from the SLO system to CASES. Familiarity with the San Luis Obispo (SLO) system is brought to the project team by the former SLO-to-CASES project manager from Kings County. This staff member possesses over six (6) years direct experience on the SLO system. She has additional experience as the Conversion Manager for the SACSS-to-CASES effort first mentioned above.

Project Overview

The goal of any conversion is the transfer of data from one medium or application to another. The manner in which one's data is transferred is largely a question of time, available resources and budget constraints. Analysis and support of business practices and mapping of work flow are as important as the technical issues in assessing the overall quality of conversion support services. Informatix proposes a methodology for the County of Santa Cruz that includes analysis and support of both business and technical issues. The major phases of the proposed project, detailed in the following section, are Business Process Mapping and Support; Data Mapping; Database Installation and Administration; Data Extraction, Testing and Follow Up; Local Interfaces; Conversion Upload and Dry Run Testing, and; Implementation support.

The actual activities included in each of the proposed project phases have many areas that may overlap without negatively influencing the project. For example, business analyst staff from Informatix may be conducting interviews and charting actual business process during the same time that a Database Administrator is performing technical installation tasks. Because the two processes are not mutually exclusive, they may be conducted concurrently. The benefit to the project is a reduction in the elapsed calendar days from project inception to implementation.

Project Organization

	<u>Santa Cruz Installation</u>	HWDC
Business Process Mapping and Support	170 hours	170 hours

In order to undertake an orderly transition from one system to another user staff and management need to know the level of impact that a conversion will have on their organization's operations and people's assigned tasks. Because organizations are structured vertically but paper flows horizontally between units and/or functions an understanding of the current work flow and how CASES might be expected to change that flow is recommended. Such an analysis requires that time be spent with lead staff from the Santa Cruz County Family Support Division to obtain a more detailed understanding of the operational flow of work and paper across the organization today. Business analyst staff from Informatix will be responsible for providing written responses in the form of flowcharts of both the pre-conversion and post-conversion processes. The benefit to the Family Support Division is significant, particularly in the early stages of CASES operations. The before and after images represented in the flowcharts simplify the process of changing tasks to take advantage of the new system functionality.

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	<u>Santa Cruz Installation</u>	<u>HWDC</u>
Data Mapping	260 hours	260 hours

Essential to an automated conversion is the mapping of data elements from the legacy system to the new application. Staff from the Family Support Division have mapped the legacy system to the SACSS application. Some advantage may be taken of this work effort in mapping to CASES data elements. A team approach that includes staff from the local Family Support Division and Informatix, Inc. will be implemented to ensure that at least 90% of the Required data elements present in the legacy system are mapped to the CASES database. Additionally, as many Supplemental data elements as may be found in the legacy system will be mapped in order to provide for as complete a conversion as possible in CASES. To overcome the differences between the two (2) systems some data derivation rules may be necessary. Such rules will be defined and agreed upon by the team for use in the conversion extract. As part of the effort, ad hoc reports will be generated to provide data cleanup lists to the Family Support Division staff. Business analyst staff from Informatix will provide consultation and direction in the efficient use of the reports.

	<u>Santa Cruz Installation</u>	HWDC
Data Extraction, Testing and Follow Up	400 hours	400 hours

The logical result of data mapping is a series of data extraction programs customized for Santa Cruz County. The estimated work effort for this task is based on experience in previous conversion efforts where the systems being converted were disparate in basic design. For example, CASES is a participant driven database wherein a person or agency resides on the database only once. The Santa Cruz legacy system is case based rather than participant. Customized data extraction routines will provide for edits to check for duplicate participants, duplicate court order numbers and other critical data elements. Extracts will be run and validated against the legacy system with review and approval from user staff. This is an iterative process that seeks increasing accuracy and reduction of duplications with each run of the routine.

	<u>Santa Cruz Installation</u>	<u>HWDC</u>
Conversion Upload and Dry Run Testing	300 hours	160 hours

- 4 A custom upload engine has been successfully used for conversion to CASES in fifteen (15) counties as of November 1998. The same software will be utilized to load extracted data from Santa Cruz County's legacy system to CASES. Immediately after the upload is completed a full back up is performed. The converted data is then acted upon using test scripts prepared by Informatix, Inc. System batch jobs and on-line dialogs are exercised during dry run testing. Outbound interfaces are operated against the converted data; accounting cycles are run against converted obligor/obligee data using manually keyed payment receipts; adjustments are performed against posted receipts; warrant records are created and cancelled; accounts are opened, modified and closed. As closely as possible during dry run testing the system is exercised as though in a live, production environment.

Upload reports will be generated to establish the success rate of the upload.

	<u>Santa Cruz Installation</u>	HWDC
Local Interfaces	190 hours	190 hours

Local interfaces to the County Department of Social Services and Auditor are integral to CASES. The existing interface to CDS (Cases Data System) will require review and analysis to verify the system modules in use at the local level. Meetings will be facilitated with staff from all stakeholders to ensure an operational interface at implementation of CASES. Testing will be conducted by Informatix, Inc. to exercise the interface and validate functionality and accuracy.

Santa Cruz County Auditor's Office uses the FAMIS automated system to manage its General Ledgers. The existing FAMIS interface in CASES will undergo the same level of review, analysis, validation and testing to ensure that financial information can be successfully passed between the two systems. Staff from Informatix, Inc. will facilitate meetings with staff from the local Family Support Division, County Auditor and Information Services Division to ensure an operational interface at implementation of CASES. Testing will be conducted by Informatix, Inc. to exercise the interface and validate functionality and accuracy of data exchanges.

	<u>Santa Cruz Installation</u>	HWDC
Forms Generation	190 hours	100 hours

All current CASES counties are using JETFORMS® on the VAX, with the exception of Tulare where a WANG system is used. Santa Cruz County has JETFORMS CENTRAL' running on a Windows NT PC that would normally be connected to the local area network. The local installation option requires customized setup and installation of software and hardware to support creation and routing of forms output files to local printers from the mainframe. The printers must be configured for JETFORMS CENTRAL@. Other setup tasks would need to be performed to establish the required connections. The HWDC option requires less time because the existing protocols for forms generation may be used for forms creation and transfer to the VAX currently used by all HWDC counties. Time is required on-site to customize the local VAX, printer and LAN configurations.

	<u>Santa Cruz Installation</u>	<u>HWDC</u>
Database Installation and Administration	513 hours	150 hours

Database installation services require the presence of a database administrator, on-site or via remote dial-up, to install the application and its supporting software. Three (3) IDMS regions are required to support the local operation. A conversion environment will be configured and used to support all data extraction and conversion activities. Post implementation this region may be used as a training environment. A test environment will be installed to support local installation of future releases of the application software. A production environment will be established for migration of converted data at implementation. The level of effort required to perform this work locally is significantly greater than migrating local data to HWDC. The cost advantage of the HWDC option found in this series of technical tasks is related to economy of scale.

As a necessary part of database administration, CA-IDMS must be kept current and functioning within normal benchmark standards. A DataBase Administrator from Informatix, Inc. will provide installation, tuning and system parameters support necessary to successfully integrate the CASES application into Santa Cruz County's operating environment.

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	<u>Santa Cruz Installation</u>	<u>HWDC</u>
Implementation Support	340 hours	340 hours

Implementation support services include business analyst staff from Informatix, Inc. on-site at the Santa Cruz County Family Support Division during implementation. Staff with CASES expertise are made available full-time to assist during the initial cut over to CASES. They may assist with business processes, answering questions, facilitating meetings, providing expert level user insight into the changes taking place as well as assist with collection and distribution functions.

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Project Time and Cost Estimates

Time and cost estimates for this project were prepared using the following assumptions:

- All estimated hours set forth in the proposal are for Informatix, Inc. consulting and technical services staff only.
- There is a level of effort required by local staff from both the Family Support Division and Information Services that is essential to a successful implementation. However, no estimates of local staff time are reflected herein.
- Additional costs that may be required for hardware and software necessary to support either installation option are not a part of this proposal. Any such costs that may arise are the sole responsibility of the county unless provided for under separate contract or amendment.

Hourly rates for Informatix, inc. staff are billed at:

- \$110 per hour for Senior Technical/Analyst staff
- \$125 per hour DataBase Administrators

Estimated Project Time Detail **by** Task, Duration in Hours **and** Installation Option

	Santa Cruz Installation Option	HWDC Installation Option	Consortium costs
One-Time Tasks:			
Business Process Support	170	170	
Data Mapping	260	260	
Data Extraction Testing	400	400	
Conversion & Dry Run Testing	300	160	
Local Interfaces	190	190	
Forms Generation	190	100	
Database Installation	513	150	
Implementation Support	340	340	
Sub-total in Hours	2,363	1,770	
On-Going Tasks:			
Operations Support			Rates established by HWDC with Consortium
Application Support	500		
CASES/IDMS Release Installation	400		
Sub-total in Hours	900		

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Estimated Project Cost Detail by Task, Duration in Hours and Installation Option

	Santa Cruz Installation Option	HWDC Installation Option	Consortium costs
One-Time Costs:			
Business Process Support	\$18,700	\$18,700	
Data Mapping	\$28,600	\$28,600	
Data Extraction Testing	\$44,000	\$44,000	
Conversion & Dry Run Testing	\$33,000	\$17,600	
Local Interfaces	\$20,900	\$20,900	
Forms Generation	\$20,900	\$11,000	
Database Installation	\$64,125	\$18,750	
Implementation Support	\$37,400	\$37,400	
Sub-total:	\$267,625	\$196,950	
On-Going Tasks:			
Operations Support			Rates established by HWDC with Consortium
Application Support	\$55,000		
Release Installation	\$50,000		
Sub-total:	\$105,000		

Exhibit C

Deliverable Milestones

for:

**Technical, Application and Case Conversion Support
for Santa Cruz County's conversion from the existing "SLO" Family Support System
to the CASES Automated Child Support System**

A. Deliverables and deliverable acceptance..

A Deliverable is defined as a service or product delivered to the County. See Paragraph B. "Deliverable Milestone Table". When a product is delivered to the County, the County will deem the service or product "Delivered" when a product or service (Analysis, Installation, Custom Programming, etc.) is delivered in full according to the "Deliverable Milestones Table".

"Deliverable Acceptance" may occur once the CONTRACTOR has delivered a product or service in accordance with "Deliverable Milestone Table" and sends a "Deliverable Acceptance Letter" by facsimile to COUNTY. Upon "Acceptance" by COUNTY the "Deliverable Acceptance Letter" will be returned back to CONTRACTOR by facsimile with authorized signature. If the COUNTY has issue with the deliverable not being met, the COUNTY will return a copy of the "Deliverable Acceptance Letter" and attach a letter indicating Deliverable not accepted and provide an explanation of why the deliverable has not been accepted. Both parties will work together to help the Deliverable be met in a timely manner. COUNTY shall not withhold the acceptance of a Deliverable for lack of manpower to verify if the Deliverable has been met.

B. Deliverable Milestone Table:

		(Not to exceed amount)
Milestone 1	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Business Process Mapping and Support".	\$18,700*
Milestone 2	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Data Mapping".	\$28,600*
Milestone 3	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Data Extraction, Testing and Follow Up".	\$44,000*
Milestone 4	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Conversion and Dry Run Testing".	\$17,600*
Milestone 5	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Local Interfaces".	\$20,900*

Milestone 6	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Forms Generation".	\$11,000*
Milestone 7	Upon the completion and acceptance of deliverable outlined in Exhibit B. "Database Installation and Administration".	\$18,750*
Milestone 8	Upon the completion and acceptance of all requirements described in Exhibit A and deliverables outlined in Exhibit B. "Implementation Support".	\$37,400**
	TOTAL PROJECT COST NOT TO EXCEED	\$196,950*

- * These amounts are "not to exceed amounts". Invoices will be submitted on an actual hours worked basis. Payment will be made when work product accepted by SCCFSD. Payment amounts may be less than milestone "not to exceed" amount when actual hours worked to complete a milestone results in a reduced invoice for that specific milestone. Payments will not be made for any invoice exceeding the milestone "not to exceed" amount.

Exhibit D**Deliverable Schedule**

for:

**Technical, Application and Case Conversion Support
for Santa Cruz County's conversion from the existing "SLO" Family Support System
to the CASES Automated Child Support System**

Following is the time schedule for delivery of services to County of Santa Cruz by Informatix Inc. regarding the conversion and implementation of the CASES application.

Deliverable Schedule:

Milestone 1	Completion and acceptance of deliverable outlined in Exhibit B, "Business Process Mapping and Support".	5/31/99
Milestone 2	Completion and acceptance of deliverable outlined in Exhibit B, "Data Mapping".	4/30/99
Milestone 3	Completion and acceptance of deliverable outlined in Exhibit B, "Data Extraction, Testing and Follow Up".	6/30/99
Milestone 4	Completion and acceptance of deliverable outlined in Exhibit B, "Conversion and Dry Run Testing".	7/31/99
Milestone 5	Completion and acceptance of deliverable outlined in Exhibit B, "Local Interfaces".	7/31/99
Milestone 6	Completion and acceptance of deliverable outlined in Exhibit B, "Forms Generation".	7/31/99
Milestone 7	Completion and acceptance of deliverable outlined in Exhibit B, "Database Installation and Administration".	6/30/99
Milestone 8	Completion and acceptance of all requirements described in Exhibit A and deliverables outlined in Exhibit B. "Implementation Support".	8/15/99
	FINAL PROJECT COMPLETION	8/31/99

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)
03/24/1999

PRODUCER (562)436-0099 FAX (562)436-6999
 mCare
 license #0850506
 30 Oceangate 4th Floor
 Long Beach, CA 90802
 Attention: Juanita Hamby Ext: 142
 SURED
 Informatix, Inc.
 649 Mission Street, Ste 400
 San Francisco, CA 94105

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

COMPANIES AFFORDING COVERAGE

- COMPANY A Clarendon National Ins.
- COMPANY B
- COMPANY C
- COMPANY D

COVERAGES

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS

DESCRIPTION	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
GENERAL LIABILITY	COMMERCIAL GENERAL LIABILITY CLAIMS MADE OCCUR OWNER'S & CONTRACTOR'S PROT				GENERAL AGGREGATE \$ 3 PRODUCTS, COMMERCIAL AGG \$ PERSONAL & ADV INJURY \$ EACH OCCURRENCE \$ 3 FIRE DAMAGE (Any one fire) \$ MED EXP (Any one person) \$
AUTOMOBILE LIABILITY	ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS				COMBINED SINGLE LIMIT \$ BODILY INJURY (Per person) \$ 3 BODILY INJURY (Per accident) \$ PROPERTY DAMAGE \$
GARAGE LIABILITY	ANY AUTO				AUTO ONLY, EA ACCIDENT \$ 3 OTHER THAN AUTO ONLY EACH ACCIDENT \$ AGGREGATE \$
EXCESS LIABILITY	UMBRELLA FORM OTHER THAN UMBRELLA FORM				EACH OCCURRENCE \$ 3 AGGREGATE \$ 3
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	THE PROPRIETOR/PARTNERS/EXECUTIVE OFFICERS ARE: INCL EXCL	01KR0014949	11/14/1998	11/14/1999	WORKERS COMPENSATION - OTHER TORY LIMITS \$ 1,000.00 EL EACH ACCIDENT \$ 1,000.00 EL DISEASE - POLICY LIMIT \$ 1,000.00 EL DISEASE, EA EMPLOYEE \$ 1,000
OTHER					

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS

CERTIFICATE HOLDER

Kenneth D. Wedderburn
 Information Services Director
 County of Santa Cruz
 701 Ocean Street, Room 530
 Santa Cruz, CA 95060

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL endeavor to MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY ON THE COMPANY OR ITS AGENTS OR REPRESENTATIVES. XXXXXXXX
 AUTHORIZED REPRESENTATIVE

Desmond A. Armstrong

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ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)
03/24/99

PRODUCER Stanly Insurance Brokerage, Inc License # 0B67307 8 California Street, Suite 202 San Francisco, CA 94111	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.
	INSURERS AFFORDING COVERAGE
INSURED Informatix, Inc 649 Mission Street Suite 400 San Francisco, CA 94105	INSURER A: Federal Insurance Company
	INSURER B:
	INSURER C:
	INSURER D:
	INSURER E:

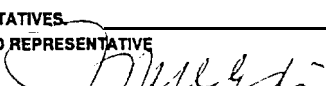
COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMSMADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ. <input type="checkbox"/> LOC	3538-76-66 TIG	10-10-98	10-10-99	EACH OCCURRENCE \$1,000,000
	FIRE DAMAGE (Any one fire) \$ 100,000				
	MED EXP (Any one person) \$ 10,000				
	PERSONAL & ADV INJURY \$ 1,000,000				
	GENERAL AGGREGATE \$2,000,000				
	PRODUCTS - COMP/OP AGG \$2,000,000				
A	AUTOMOBILE LIABILITY ANY AUTO AU OWNED AUTOS SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	3538-76-66 TIG	10-10-98	10-10-99	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000
	BODILY INJURY (Per person) \$				
	BODILY INJURY (Per accident) \$				
	PROPERTY DAMAGE (Per accident) \$				
	GARAGE LIABILITY ANY AUTO				AUTO ONLY - EA ACCIDENT \$
					OTHER THAN EAACC \$
	EXCESS LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$				EACH OCCURRENCE \$
					AGGREGATE \$
					\$
					\$
					\$
	WORKERS COMPENSATION AND EMPLOYERS LIABILITY				<input type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	E.L. EACH ACCIDENT \$				
	E.L. DISEASE - EA EMPLOYEE \$				
A	OTHER ERRORS & OMISSIONS	3538-76-66 TIG	10-10-98	10-10-99	\$1,000,000/\$25,000 DED

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

COMPUTER CONSULTING - POLICY INCLUDES COVERAGE FOR CONTRACTUAL & CROSS LIAB. SUB-CONTRACTORS TO INFORMATIX ARE INSURED UNDER THIS POLICY FOR THE COVERAGES SPECIFIED ON THIS CERTIFICATE ONLY, WORKERS COMPENSATION IS EXCLUDED. CERTIFICATE HOLDER IS NAMED AS ADDITIONAL INSURED PER FORM CG 2010

CERTIFICATE HOLDER <input checked="" type="checkbox"/> ADDITIONAL INSURED ; INSURER LETTER:	CANCELLATION
CNTY OF SANTA CRUZ, ITS OFFICIALS EMPLOYEES, AGENTS & VOLUNTEERS KENNETH D. WEDDERBURN, INFORMATION SERVICES DIRECTOR 701 OCEAN STREET, ROOM 530 SANTA CRUZ, CA 95060	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE 

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

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Form **W-9**

(Substitute)

Request for Taxpayer Identification Number and Certification

Give this form to the County of Santa Cruz. Do NOT send to the IRS.

County of Santa Cruz

Name (If joint names, list first and circle the name of the person or entity whose number you enter in Part I below. See instructions on page 2 if your name has changed.)

Business name (Sole proprietors see instructions on page 2.)
Infermatix, Inc.

Please check appropriate box: Individual/Sole proprietor Corporation Partnership Other P

Address (Number, street, and apt. or suite no.)
649 Mission St., Ste. 400

City, state, and ZIP code
San Francisco, CA 94105

YOU ARE PAID FOR:

Health Care Service
 Other Service
 Rent Goods
 Freight Interest
 Other (Explain)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). For sole proprietors, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see How To Get a TIN below.

Social security number

OR

Employer identification number
93-1106475

Part II For Payees Exempt From Backup Withholding (See Part II instructions on page 2)

Part III Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.

Certification instructions—You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because of underreporting interest or dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, the acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (Also see Part III instructions on page 2.)

Sign Here **Signature** *[Signature]* **Date** **4/6/99**

Section references are to the Internal Revenue Code.

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct TIN to report income paid to you, real estate transactions, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Use Form W-9 to give your correct TIN to the requester (the person requesting your TIN) and, when applicable, (1) to certify the TIN you are giving is correct (or you are waiting for a number to be issued), (2) to certify you are not subject to backup withholding, or (3) to claim exemption from backup withholding if you are an exempt payee. Giving your correct TIN and making the appropriate certifications will prevent certain payments from being subject to backup withholding.

payments under certain conditions. This is called "backup withholding." Payments that could be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, your payments will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

- You do not furnish your TIN to the requester, or
- The IRS tells the requester that you furnished an incorrect TIN, or
- The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable

interest and dividend accounts opened after 1983 only), or

5. You do not certify your TIN. See the Part III instructions for exceptions.

Certain payees and payments are exempt from backup withholding and information reporting. See the Part III instructions and the separate instructions for the Requester of Form W-9.

How To Get a TIN.—If you do not have a TIN, apply for one immediately. To apply, get Form SS-8, Application for a Social Security Number Card (for individuals), from your local office of the Social Security Administration, or Form SS-4, Application for Employer Identification Number (for businesses and all other entities), from your local IRS office.

If you do not have a TIN, write "Applied For" in the space for the TIN in Part I, sign and date the form, and give it to the requester. Generally, you will then have 60 days to get a TIN and give it to the requester, if the requester does not receive your TIN within 60 days, backup withholding, if applicable, will begin and continue until you furnish your TIN.

Note: If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

What is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such