TECHNOLOGY COORDINATION OFFICE

Review and Opinion Regarding the County Register's Proposed Contract Renewal with Business Information Systems for Maintenance & Professional Services
March 13, 2009

SPONSOR: Joe Reves
Administrator
Register's Office
379.7500

Cost Summary:	O&M	CIP
For the 12 Months Beginning July 1, 2008	$117,000	0
FY 2009 Budget Impact Budgeted?	YES	

PROPOSED CONTRACTOR: Business Information Systems

OVERVIEW:
This proposal is to renew an existing contract with Business Information Systems (BIS) for costs associated with maintaining the County Register's public searchable data warehouse and professional services for existing equipment and software for the period July 1, 2008 to June 30, 2009.

OPINION: RECOMMENDED

Business Need
The County has an existing contract for services with BIS which provides the Shelby County Register's Office with programming, maintenance and hosting for its public-accessible, searchable data warehouse and website, and a Register of Deeds recording and document management system in a format compatible with the Register's in-house and off-site computer systems.

BIS provides the current Register systems through previous contracts and has provided professional support and customization services for those business products for many years. The vendor has also integrated several Register systems via standardization of business units which has resulted in economies of scale and system interoperability. As BIS also hosts the Register's website, they are able to more efficiently integrate product enhancements on the site for public use. This vendor was granted SINGLE SOURCE supplier status.

Value for the Financial Outlay
Considering the County's current and forecasted needs for public access to archived documents, this amendment continues to provide the County with access to the maintenance skills and programming enhancements necessary on an as-needed basis. There are clearly cost savings associated with selecting a vendor who already possesses the institutional knowledge and systems familiarity to provide these services.

Due Diligence
The TCO has undertaken investigatory conversations with the Shelby County Register and the Register's staff concerning the specifics of this proposal and their near term plans for future systems development. Their responses indicated no significant risks.

Strategic Fit
The use of outsourced database management to support this highly specialized application is a more cost effective way to gain access to the necessary specialized skills, compared to adding and/or training a potentially underutilized specialist on the County payroll.

Information Security Considerations

Providing remote access for a vendor to support the system necessarily raises the exposure and risk of the operation somewhat, compared to an in-house, locally-administered system. However, the vendor is a well-established, large company used to operating in this environment, and the contract clearly enforces a due-care requirement to maintain the confidentiality of the County's data. As such, the risk appears to be managed adequately, provided the County adheres to standard security 'best practices' to maintain and monitor its network security.

Marc Johnson
for the Technology Coordination Office