



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: General Services
Department No.: 063
For Agenda Of: August 24, 2021
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: General Services Janette D. Pell, Director (805) 560-1011

Contact Info: Andre Monostori, Interim Assistant Director (805) 568-2606

SUBJECT: Agreement with Smartsheet, Inc., for Software Services; All Districts

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve, ratify and authorize the Chair to execute the attached services contract with Smartsheet, Inc. to provide software services for the fiscal year 2021-2022 in the amount not to exceed \$241,720.00;
- b) Authorize the General Services Director, until otherwise ordered by the Board, to order additional software services and increase the contract amount to an amount not to exceed \$311,720.00, subject to concurrence by County Counsel, Auditor Controller, and Risk Management.
- c) Determine that the above actions are not a project under the California Environmental Quality Act (CEQA) pursuant to Section 15378(b)(5) of the CEQA guidelines because they consist of administrative activities of government that will not result in direct or indirect physical changes in the environment.

Summary Text:

The County of Santa Barbara has worked to improve business productivity through the modernization of office information technology through the implementation of the Smartsheet platform. Smartsheet is a cloud-based platform where anyone can create the solution they need, backed by the control and security IT requires. This solution can scale from a single project to end-to-end work management without code. Last year, Smartsheet accounts were purchased by three departments separately and found to be an invaluable tool to improving efficiency and tracking across departments such as Public Health, Behavioral Wellness, and Information and Communication Technologies. An account consolidation to a single, Countywide instance took place to reduce cost and administrative overhead. The combined costs of the Countywide Smartsheet platform necessitated submitting a board contract for continued usage and increased scalability.

Background:

The Smartsheet platform is a strategic investment in the County's information technology services. This project directly aligns with the Renew 22 initiative in line with the migration of on-premise services to the cloud while concurrently achieving software standardization. Similarly, the project is also strongly aligned with the Countywide Technology Strategic Plan in that it is an investment in modernizing technology and improving accessibility.

This project will also facilitate the management of County projects through additional governance capabilities that include project management, process tracking, dashboards, and reporting. This platform will reduce risk to the County through increased visibility into large and important projects; and allow for more efficient reporting for high-level executives. An example of Smartsheet's value is the tracking of COVID-19 related efforts including, available beds, cases, and other items through the Public Health Department. This data improved the efficiency of the support teams and allowed for greater visibility to leadership and the public with accurate and timely data.

The General Services, ICT division, in collaboration with the Department of Behavioral Wellness and the Public Health Department, have worked together to create a Project Management solution to support large technology projects. A business case is drafted for the Standards Committee presenting Smartsheet as the standard for Countywide Project Management.

Key Contract Risks

The contract is negotiated based on continued usage of the current Countywide Smartsheet account, with the possibility of implementing additional product offerings if agreed upon by multiple governing departments. All purchasing oversight of these product offerings is to be governed by the departments to mitigate unnecessary spending.

Fiscal and Facilities Impacts:

Budgeted: Yes **Fiscal Analysis:**

Department Funding	FY 2021-22				
General Services	\$40,555.00				
Behavioral Wellness	\$64,055.00				
Public Health	\$77,555.00				
Public Works	\$50,555.00				
Other Departments	\$9,000.00				
Total Contract CN24268	\$241,720.00				
Additional Anticipated Services	\$70,000.00				
Total Contract + Additional Anticipated Services	\$311,720.00				

Narrative: The contract covers the current, licensed user count and products the County has purchased. Along with the listed founding departments (Public Health, Behavioral Wellness, and General Services, ICT), more than ten other departments purchased licenses to build out Smartsheet solutions for their departments and Countywide use. Therefore, forecasting the purchase of additional licensing and training over the next fiscal year is warranted. Currently, the founding departments are working with Human Resources to research use cases and will likely expand Countywide usage over the current fiscal year. The projected costs for these additional services are \$70,000.00.

Attachments:

1. Agreement for Services of Independent Contractor

Authored by:

Mark Garcia, Project Portfolio Manager, General Services, ICT
 Jessica Mlinek, Project Manager, Behavioral Wellness

cc: