



Interoffice Memorandum

December 30, 2021

TO: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM:  Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager,
Procurement Division

CONTACT: Richard Steiner, Enterprise Supervisor, Voice, Data, and Radio
System Networks, Information Systems and Services Division
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SUBJECT: Approval of Purchase Order M106366, Renewal of Mobile
Compliance Software Licensing and Support

ACTION REQUESTED:

Approval of Purchase Order M106366, Renewal of Mobile Compliance Software Licensing and Support, with Smarsh, Inc., in the total amount of \$151,200. The licensing and support service period for this renewal is February 1, 2022 through January 31, 2023.

PROCUREMENT:

This purchase order will continue to provide services which allow Orange County Information Systems and Services to have the ability to capture, monitor, and archive mobile messages. This is a proprietary product which offers large regulation organizations a solution for short message service (SMS) archiving, SMS monitoring, logging, reviewing, and supervision of electronic communications on mobile devices.

FUNDING:

Funding is available in account number 0001-031-0562-3192.

APPROVALS:

The Information Systems and Services Division concurs with this request.

REMARKS:

This product has been customized to meet Orange County's technical and security requirements for a cloud-based solution and allows capturing of messages without depending on individual users to opt-in. This is licensing and support for the County's text archiving solution, and it is used to archive messages sent and received using County cell phones for public records requests. Smarsh, Inc. is the sole vendor authorized to provide NetGuard mobile compliance software. There is over 10 years of historical data that is not compatible with other products. This is the renewal of a currently implemented application. Price reasonableness has been established as this renewal reflects a 5% increase from the previous renewal. It has been reviewed by the Information Systems and Services Division and it is considered fair and reasonable.