



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



DATE: February 27, 2012
BOARD MEETING DATE: March 13, 2012
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors
FROM: Beverly Beasley Johnson, Director of Human Services Agency
SUBJECT: Issuance of Purchase Orders to Northwoods

RECOMMENDATION:

Adopt a Resolution waiving the Request for Proposals process and authorizing the County Purchasing Agent to enter into future maintenance agreements and to issue Purchase Orders to Northwoods for the provision of proprietary software licenses, maintenance and support for the term of March 13, 2012, to March 12, 2015, with a total collective fiscal obligation for Purchase Orders not to exceed \$950,000.

BACKGROUND:

In 2008, Northwoods Consulting Partners, Inc., was chosen pursuant to a Request for Proposal process to implement a reliable and scalable document management infrastructure integrating with the County's Medi-Cal client management system for retrieval of imaged case files. In 2010, the Board extended the contract to implement Phase II of the solution. The implementation project is now completed; and we are now in on-going maintenance phase of using the system.

DISCUSSION:

The PILOT module of the Northwoods product, COMPASS, is a custom implementation of their document management system with automated workflows specifically configured to improve case file management for Medi-Cal program staff to include benefits analyst's interactions with the client population.

In consideration of the current budget, HSA has eliminated optional components of the support contract reducing the cost of maintenance; additionally the County purchasing agent has negotiated the cost of maintenance. The total effect of HSA and purchasing efforts is a reduction of costs from an initially invoiced \$315,550.04 annual amount down to \$203,580.67. Should HSA bring more staff on-line, the number of licenses will increase with a corresponding increase in license acquisition purchase orders and maintenance fees. The additional amount in the board authorization will allow HSA to make these operational decisions in the best interest of client service levels.

Since this is a proprietary system, configured specifically for County of San Mateo by Northwoods Consulting Partners, Inc., they remain the only providers of high-level maintenance, support and licenses. We believe therefore that it is in the County's best interest to waive the competitive processes.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits. Counsel has reviewed and approved the Resolution as to form.

This Resolution supports the Shared Vision 2025 Prosperous Community goal because it enables staff to continue to reduce the number of client related documents that need to be copied at the Regional Offices. COMPASS automation also enables HSA staff to handle client applications in a timely manner. Further the COMPASS system is necessary for the anticipated increase in Medi-Cal clients expected in 2014 due to the Healthcare Reform.

Performance Measures:

Measure	FY 2010-11 Actual	FY 2011-12 Projected
Reduction in the number of case related files being copied at Regional Offices	85%	90%
% of Applications being processed in a timely manner	93%	95%

FISCAL IMPACT:

The term of this purchase authorization is from March 13, 2012, to March 12, 2015, with a total collective fiscal obligation for Purchase Orders not to exceed \$950,000. Funds are included in HSA's Adopted FY 2011-12 Budget and will be included in future year's budgets.

RESOLUTION NO. _____

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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**RESOLUTION WAIVING THE REQUEST FOR PROPOSALS PROCESS AND
AUTHORIZING THE COUNTY PURCHASING AGENT TO ENTER INTO FUTURE
MAINTENANCE AGREEMENTS AND TO ISSUE PURCHASE ORDERS TO
NORTHWOODS FOR THE PROVISION OF PROPRIETARY SOFTWARE LICENSES,
MAINTENANCE AND SUPPORT FOR THE TERM OF MARCH 13, 2012 TO MARCH
12, 2015 WITH A TOTAL COLLECTIVE FISCAL OBLIGATION FOR PURCHASE
ORDERS NOT TO EXCEED \$950,000.**

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, there has been presented to this Board of Supervisors for its consideration and approval a request to authorize the County Purchasing Agent to enter into future maintenance agreements and to issue Purchase Orders to Northwoods for the provision of proprietary software licenses, maintenance and support for the term March 13, 2012 through March 12, 2015, in an amount not to exceed \$950,000; and

WHEREAS, this Board has authorized the waiver of the Request for Proposals process as it has been determined in the best interest of the County; and

WHEREAS, this Board has been presented with a form of the Resolution, said Board has examined and approved same as to both form and content and desires to enter into same;

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the Board of Supervisors authorizes the County Purchasing Agent to enter into future maintenance agreements and to issue Purchase Orders to Northwoods and waive the Request for Proposals process for and on behalf of the County of San Mateo.

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