



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: February 7, 2013

Board Meeting Date: March 12, 2013

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Beverly Beasley Johnson, JD, Director, Human Services Agency

Subject: Amendment to the Agreement with HP Enterprise Services, LLC

RECOMMENDATION:

Adopt a Resolution authorizing an Amendment to the Agreement with HP Enterprise Services, LLC to provide maintenance services for the CalWORKs Information Network System, increasing the amount by \$3,240,863 to \$21,365,638, and extending the term through July 31, 2015.

BACKGROUND:

Since 1999, the County of San Mateo has been part of an 18-county consortium that provides maintenance services for the CalWORKs Information Network Systems and San Mateo County shares the cost of this system. On January 29, 2008 and December 1, 2009 subsequent Amendments were approved to add funds in the amount \$18,124,775.

DISCUSSION:

This Third Amendment is for HP Enterprise Services, LLC, (formerly known as Electronic Data Systems, LLC) to continue to provide maintenance and operation services for CalWIN until July 31, 2015, increasing funding by \$3,240,863 for a total amount of \$21,365,638. This extension is required as a result of the federal delay in approval of the Welfare Client Data Systems (WCDS) Maintenance & Operations (M&O) Vendor procurement to replace the existing M&O Vendor contract with HP Enterprise Services.

The Contract Compliance Committee has approved extending the Agreement beyond three years due to fact that HP Enterprise Services, LLC is sole source provider of these services. ISD has reviewed and approved this Contractor. County Counsel has reviewed and approved the Resolution and Agreement as to form and the Contractor meets insurance certification requirements.

Approval of this Agreement contributes to the Shared Vision 2025 outcome of a Collaborative Community by supporting partnerships with Bay Area counties. Sharing the implementation, operation and maintenance cost of the CalWIN System allows the department to continue to offer vital services and resources, increase productivity and improve public service to those most in need. In FY 2011-12, CalWIN was available for on-line functions 98.37% of the time each month and scheduled batch processing cycles were 99.97% completed. It is anticipated that under this Third Amendment to the Agreement CalWIN will be available for on-line functions 99.5% of the time each month and scheduled batch processing cycles will be 100% completed within a batch window.

PERFORMANCE MEASURE(S)*:

Measure	FY 2012-13 Projected	FY 2013-15 Projected
System Availability**	99.98%	99.5%
Batch Processing***	99.39%	100%

*All performance standards or measures were established through the Welfare Client Data System (WCDS) Consortium. The Contractor's performance meets or exceeds the performance shown.

**CalWIN shall be available for on-line functions ninety-nine point five percent (99.5%) of the time each month in each County, for the hours between 7:00 AM and 6:00 PM, Monday through Friday.

***Batch Processing measures batch jobs that are stored during working hours as workers enter or change data and are executed during the evening or another agreed upon time when the computer is idle.

FISCAL IMPACT:

The term of the Agreement is extended by two years for a new term of July 11, 1999 to July 31, 2015. The amount of the Agreement is increased by \$3,240,863 for a total obligation of \$21,365,638. The increase is 100% funded by the State CalWIN Consortium and there is no Net County Cost. Appropriations and revenues have been included in the Adopted Budget for FY 2012-13, and will be included in the FY 2013-14 and FY 2014-15 Recommended Budgets.