



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: April 29, 2014
Board Meeting Date: June 3, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Amendment to the Agreement with Northwoods Consulting Partners, Inc.

RECOMMENDATION:

Adopt a Resolution:

- A) Ratifying the signature of the Director of the Human Services Agency on an agreement with Northwoods Consulting Partners, Inc., in the amount of \$341,926; and
- B) Authorizing an amendment to the agreement with Northwoods Consulting Partners, Inc., for proprietary software services, increasing the amount by \$458,074 to \$800,000.

BACKGROUND:

In March of 2008, Northwoods Consulting Partners, Inc. was chosen pursuant to a Request for Proposal process to implement a reliable and scalable document management software infrastructure (On-base and Capture) to integrate with the County's CalWIN client management system. In 2010, the Board extended the agreement to implement the COMPASS and Task Tracker workflow system to assist Economic Self-Sufficiency program staff in processing applications. Most recently, in March of 2012, the Board of Supervisors adopted Resolution Number 071869, which waived the Request for Proposal process and authorized the County Purchasing Agent to enter into future maintenance agreements and to issue purchase orders up to \$950,000, through the term of March 12, 2015. Acting under this Resolution, the Director of the Human Services Agency executed Agreement Number 72200-14-D006, in the amount of \$341,926 for the term of March 1, 2014 through March 12, 2015.

DISCUSSION:

During the preparation and participation in the Affordable Care Act (ACA) implementation, the Human Services Agency used Northwoods Capture, COMPASS, and Task Tracker as important tools in processing health care applications for document storage and retrieval and case management. The 2012 Board Resolution

provided funding to allow the Human Services Agency to quickly procure additional user licenses as it rapidly increased staffing for the new Health Care Reform and Call Center units to meet sharply increased service level demand. As a whole, the State tallied 167% of expected health insurance enrollment through March 31, 2014. During the same period, the Human Services Call Center answered over 30,300 calls for health insurance from County residents. These additional user licenses increased annual maintenance fees above the 2012 level. The Northwoods license acquisition cost for these staff was met by Resolution Number 071869, but the amount was insufficient to meet the 2014 maintenance costs. The Director of the Human Services Agency executed an Agreement on April 9, 2014, with the understanding that \$341,926 was the remaining amount of the original \$950,000 approved under Resolution Number 071869 and would be used for maintenance costs through March 12, 2015, and a demonstration project involving the Northwoods "Co-Pilot" mobile system. A miscommunication between the Human Services Agency and Information Services Department did not account for full costs of outstanding license purchases and multiple years of maintenance costs resulted in costs exceeding the \$950,000 and an agreement with no funding. Ratification of the signature of the Director of the Human Services Agency Agreement Number 72200-14-D006 and authorization of this amendment will allow the outstanding invoice and continuing maintenance to the COMPASS system to be paid. It will also fund a small scale mobile Co-Pilot purchase and any additional license purchases necessary for additional staff through the term of the Agreement.

The anticipated overall cost for the term of the Agreement is \$510,000 for maintenance fees, up to \$200,000 for a potential new mobile system project, and up to \$90,000 for potential additional user licensing costs. This will also aid in preparation for the next health care open enrollment period beginning in November 2014.

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. County Counsel has reviewed and approved the amendment to the Agreement and Resolution as to form, the Contractor meets the insurance certification requirements, and ISD have review and approved the Special Services Review Form.

Approval of the amendment to the Agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by ensuring effectiveness and efficiencies in the County's Human Services Agency activities. It is anticipated that the continuing use of the Contractor's software will ensure at least 90% of client's applications processed in a timely manner for FY 2014-15.

PERFORMANCE MEASURE(S):

Measure	FY 2013-14 Estimated	FY 2014-15 Target
Percentage of applications being processed in a timely manner.	85%	90%

FISCAL IMPACT:

The term of the Agreement remains the same, March 1, 2014 through March 12, 2015. The amount of the Agreement to be ratified is \$341,926, and the amendment will add \$458,074 for a total obligation of \$800,000. The Agreement is funded through the eligibility allocations from state and federal welfare administration sources. Appropriations are included in the FY 2013-14 Adopted Budget, and will be included in the FY 2014-15 Recommended Budget. There is no Net County Cost.