



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: September 18, 2014
Board Meeting Date: October 21, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Iliana Rodriguez, Director, Human Services Agency
Subject: Amendment with KRJ Design Group

RECOMMENDATION:

Adopt a Resolution authorizing an amendment to the agreement with KRJ Design Group to continue to provide Service Delivery Redesign, extending the term by 12 months to July 1, 2013 through June 30, 2016, increasing the amount by \$300,000 to an amount not to exceed \$400,000.

BACKGROUND:

On March 23, 2010, President Obama signed the Patient and Affordable Care Act (ACA) which put in place comprehensive health insurance reforms. This act made preventative care and health care more accessible and affordable to many Americans. On October 1, 2013, Human Services Agency was required to provide open enrollment into health plans and assist San Mateo County residents in registering for health care.

Human Services Agency (HSA) experienced a major increase in the number of residents entering its offices. This increase resulted in increased lines and wait times. Human Services Agency underwent a Service Delivery Redesign in order to provide a higher quality of service to its residents and to decrease lines and wait times. In order to effectively implement the Service Delivery redesign, it has been necessary to remodel offices affected by the redesign to make them efficient and more accessible to the population served.

Currently KRJ Design Group is remodeling space at the HSA office located at 550 Quarry Road. HSA still needs to remodel space at its office located at 92nd Street in Daly City.

DISCUSSION:

This Amendment will allow KRJ Design Group to complete remodels of both the 92nd Street 550 Quarry Road offices.

The office at 92nd Street will be redesigned to meet space and technology demands enabling the San Mateo County's Economic Self-Sufficiency (ESS) department to be able to respond to the increase in San Mateo County's residents who are covered under Health Care Reform. New technology and redesigned processes require redesigning public and client interaction spaces in HSA's buildings to accommodate new workflows and minimize lines and wait times for the increased numbers of clients served and the changing client's needs.

The Quarry Road redesign is a result of ESS moving out of Quarry into Harbor Building B, to accommodate the increased space needs based on the Service Delivery Redesign. The first floor of Quarry will be altered to accommodate the Vocational Rehabilitation Services (VRS) staff currently located on the 2nd Floor to reduce VRS's lease costs. The WorkCenter portion of VRS will also use the space vacated by ESS to increase the efficiency of shipping, receiving, and storage areas, as well as to allow for an additional production area.

It is in the best interest of the County to continue working with the existing provider in the delivery of services while working out the details of the redesign. HSA requests a waiver of the Request for Proposal process for KRJ Design Group to continue the redesign for an additional 12 months, extending the term of the agreement through June 30, 2016, and increasing the agreement maximum by \$300,000.

HSA requests the Director of the Human Services Agency or the Director's designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions for the purpose of covering any unanticipated costs or constructions needs to complete the projects.

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 and Resolution as to form.

The Agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing improvements to facilities utilized by residents accessing HSA services. Site designs are a prerequisite to cost effective remodeling and five site designs have been completed in FY 2013-14. It is anticipated that six more complex designs, will be completed over the next two years.

PERFORMANCE MEASURE(S):

Measure	FY 2013-14 Actual	FY 2015-16 Projected
Number of Site Design Studies completed improving public space and amenities for clients and accommodate new, efficient workflows	5	3

FISCAL IMPACT:

The term of this Agreement is extended by one year. The revised term of this Agreement is from July 1, 2013 through June 30, 2016. This amendment adds \$300,000 to the existing Agreement for a total Agreement obligation of \$400,000. The additional \$300,000 in obligation will be Cost Applied to operational programs within the Human Services Agency and claimed to various funding sources. The anticipated Cost Recovery is estimated at 80% with the balance being Net County cost of 20% or \$60,000. Appropriation for this Agreement is included in the FY 14-15 Revised Budget and will be included in the FY 2015-16 Budget.