

RESOLUTION NO. .

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

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**RESOLUTION AUTHORIZING A SECOND AMENDMENT TO THE AGREEMENT
WITH HANSEI CONSULTING, EXTENDING THE TERM THROUGH DECEMBER 31,
2015, AND INCREASING THE AMOUNT BY \$435,000 TO A NEW AMOUNT NOT TO
EXCEED \$725,985**

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

WHEREAS, in FY 2011-12, the County embarked upon a continuous process improvement initiative; a long-term investment in looking at processes and ensuring that the County was being run in the most efficient manner ; and

WHEREAS, the County entered into an agreement with Hansei Consulting to assist with the development of the Center for Continuous Process Improvement (CCPI) overview training, development of a core CCPI team and the planning, facilitation and support of CCPI work sessions in the amount of \$99,180 for the term October 28, 2013 through April 27, 2014; and

WHEREAS, on February 25, 2014, your Board approved amendment one to the agreement with Hansei Consulting, extending the term through October 28, 2014, increasing the scope by adding four process improvement events and increasing the amount to \$290,985; and

WHEREAS, Hansei Consulting has assisted the County with four process

improvement events to 1) reduce the time it takes to update benefits for Medi-Cal and food stamps for clients of the Human Services Agency from 49 days to 3 days; 2) reduce the processing time for assessment appeals by 40 days, from 170 days to 130 days; 3) develop a comprehensive employee onboarding program for new hires to San Mateo County; and 4) publish the Board of Supervisors agenda one day earlier; and

WHEREAS, both parties would like to enter into the second amendment to the agreement, increasing the scope to develop a comprehensive training plan of LEAN/Six Sigma fundamentals and process improvement techniques, develop a cohort of 8-10 analysts to be able to lead process improvement events without the assistance of consulting services by the next performance cycle in 2016, and co-lead five additional process improvement events with the cohort of trainees to provide hands-on practical experience with planning and leading the events; and

WHEREAS, County Counsel has reviewed the agreement and Resolution as to form.

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board is hereby determined and ordered to approve the second amendment to the agreement with Hansei Consulting for and on behalf of the County of San Mateo and the Clerk of the Board shall attest the President's signature thereto.

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