



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: October 21, 2014
Board Meeting Date: December 9, 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 authorizing an amendment to the Agreement with Northwoods Consulting Partners, Inc., for continued use of proprietary software, extending the term through February 28, 2018, increasing the amount by \$1,500,000 to an amount not to exceed \$2,300,000.

BACKGROUND:

On March 13, 2012, your Board approved 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 that Resolution, on April 9, 2014, 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.

On June 3, 2014, your Board approved an amendment to the Agreement, via Resolution Number 073214, to ratify the Agreement and add \$458,074 to purchase additional software licenses for a total obligation of \$800,000.

DISCUSSION:

The original Agreement under-estimated the number of licenses and users needed for project implementation. The first Amendment included the additional add-ons needed to implement the project. This second Amendment will support continued use of the system for an additional two years and eleven months. In addition, the Amendment will support small scale customizations and workflow re-engineering, and potential expansion of the mobile Co-Pilot module, as well as incremental licenses expansion for additional HSA or partner use of Compass. The Human Services Agency (HSA) uses Northwoods' "Onbase" and "Compass Pilot" software products for document scanning

and management, organizing staff tasks and workflow, and accessing client case management documents.

Under this amendment, HSA would also install Northwoods' "Compass Co-Pilot" mobile application, which will allow social workers to access all case and client information, forms, documents, tasks, and appointment information while in the field.

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 Resolution and the Amendment to the Agreement as to form, Risk Management has approved the Contractor's insurance, a Special Review has been completed by the Information Service Department and the Contract Compliance Committee has approved a 3-Year Waiver Request.

Approval of this second Amendment to the Agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by enabling staff to continue to reduce the number of client related documents that need to be copied at the Regional Offices and enhance the system by adding the ability for field collection of client information by selective use of the Co-Pilot module. It is anticipated that the number of copies will be reduced by 90% for FY 2014-15, the Compass system will be further enhanced by adding the ability for field collection of client information by selective use of the "Co-Pilot" module.

PERFORMANCE MEASURE(S):

Measure	FY 2013-14 Actual	FY 2014-15 Projected
Reduction in the number of case related files being copied at Regional Offices.	85%	90%
Percentage of applications being processed in a timely manner.	93%	95%

FISCAL IMPACT:

The term of the Agreement has been extended by two years and 11 months to March 1, 2014 through February 28, 2018. This second Amendment provides an additional \$1,500,000, for a total obligation of \$2,300,000. The Amendment is funded through the allocations from state and federal welfare administration sources at \$1,395,600 and Net County Cost of \$104,400. Appropriations are included in the FY 2014-15 Adopted Budget and will be included in the FY 2015-16 through FY 2017-18 Recommended Budgets.