



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: October 20, 2015
Board Meeting Date: November 17, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Agreement with Cushman Computer Consulting, Inc. for implementation of the Revenue and Claims Data System

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Cushman Computer Consulting, Inc., for implementation of the Revenue and Claims Data System for the Human Services Agency Financial Services, for the term of November 1, 2015 through June 30, 2018, in an amount not to exceed \$796,500.

BACKGROUND:

The Human Services Agency (HSA) Financial Services Unit processes county claims for expenditures and aid benefits covering 20 state and federal program areas assisting 160,000 residents. The claim process requires several submissions to the State. During the process, deposits on claims are received and recorded in Integrated Financial and Administrative Solutions (IFAS) as revenues. Currently, claims and deposits are manually tracked on spreadsheets. Data entry processes are time-consuming and prone to key entry errors.

On June 30, 2015, HSA conducted a Request for Proposals (RFP) for a software solution to automate and modernize the current claims reconciliation activities. Approximately 150 notifications were distributed to registered vendors on the Public Purchase website. HSA received three valid responses, and elevated two vendors to a final selection phase. On the basis of comprehensive responses, reference checks and pricing, the department notified proposers of its intent to award the contract to Cushman Computer Consulting, Inc.

The Revenue and Claims Data System (RCDS) proposed by Cushman Computer Consulting, Inc. will automate and streamline the County claims reconciliation processes. The current system is an Access database that is antiquated and will no longer be supported in the very near future. Currently, staff enter data manually from

State and Federal receipts. The proposed automated system will allow information to be scanned and will auto-populate data fields. It is estimated that the new system will reduce staff workload by one-third. Current staffing resources can be redirected to other financial and accounting functions, including financial analysis which will allow HSA to strategically maximize a higher revenue return rate.

The new system will also have the flexibility to adapt to accommodate State and Federal systems changes. This adaptability is built into the system and there is no additional cost to the County. In addition, the automated system will accelerate HSA's ability to reconcile claims which will allow for revenue receipts from the State to be generated more quickly.

The Revenue and Claims reconciliation database comprises 75% of the Agencies revenue tracking data, it is essential that the system is fully functioning and is able to meet the agency's changing revenue tracking requirements.

DISCUSSION:

Through this agreement, Cushman Computer Consulting, Inc. will implement the RCDS, which covers software development and system implementation for 6+ users. Initial implementation of the RCDS is projected at 9 months following contract execution. Three more enhancement releases will follow and conclude the development in FY 2016-17. The contractor retains ownership of intellectual property of software developed. San Mateo County in turn will not be charged licensing fees in perpetuity. The proposed system is cloud-based and will not require hardware expenditures by HSA.

By automating and modernizing the reconciliation process, the RDCS proposed by Cushman Computer Consulting, Inc. will streamline claims submissions and present management reports that efficiently monitor claims and revenues status.

The vendor will submit a fully detailed project plan for base system development activities within 30 days of contract execution. Bi-monthly status reports will be submitted showing progress on milestones and project adjustments required.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolutions have been reviewed and approved by County Counsel as to form. Information Systems Department (ISD) has reviewed and approved the Special Services Review Form.

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by developing a state of the art software system that meets 90% of budget and schedule implementation milestones for the RDCS. The delivery of each software release is expected to pass user testing with less than 4% critical software defects.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Defined project milestones met on time and within budget	90%	90%
Percent of critical software defects (Severity 1) reported by users when testing each software release	<4%	<4%

FISCAL IMPACT:

The term of the agreement is November 1, 2015 through June 3, 2018. The amount of the agreement is \$796,500. The cost of the agreement will be cost applied out to HSA with funding estimated to be 70% state and federal, 30% net county cost. Budgetary appropriation for this agreement is included in the FY 2015-16 Adopted Budget and will be included in the FY 2016-17 and FY 2017-18 Recommended Budgets.

Request for Proposals – Matrix

1	Where was the RFP advertised?	Public Purchase - County website
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	Businesses as registered on Public Purchase in the categories of computer software and services, data processing software, accounting and financial software
3	State the total number of RFP's sent to prospective proposers:	148
4	How many proposals did you receive?	Three
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	Cascade Systems, Eugene OR (3 rd) IT Project Pros, Newport Beach CA (2 nd) Cushman Computer Consulting, Sonoma CA (1 st)