



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: December 9, 2016
Board Meeting Date: January 24, 2017
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 Information Builders, Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Information Builders, Inc. to provide an Implementation Plan for the Business Intelligence and Data Analytics infrastructure, increasing the amount by \$766,350, to an amount not to exceed \$1,706,350, and extending the term through October 31, 2018.

BACKGROUND:

The Human Services Agency (HSA) has a business intelligence system to provide caseload management information to its Economic Self Sufficiency (ESS) unit. Based on systems performance during the implementation of the Affordable Care Act (ACA), and the need to integrate data from all HSA divisions, HSA decided to enter into an agreement with Information Builders, Inc. (IBI) to assist with improving its business intelligence infrastructure and reporting capabilities. On November 3, 2015, the Board of Supervisors approved an agreement with IBI for a maximum amount of \$940,000 for the term of November 3, 2015 through June 30, 2017.

This amendment is necessary to add funding to the agreement due to unforeseen challenges surrounding data acquisition, third-party application inconsistencies, and the need to enhance the system's foundation to better support future data integration and dashboard development. Additionally, this agreement will fund a robust disaster recovery solution to ensure availability of the Business Intelligence application.

DISCUSSION:

The business intelligence solution supports HSA's strategic vision, operational data, and provide analytical tools and reporting structures for users to access relevant information immediately. IBI's Implementation Plan for business intelligence and Data Analytics provides HSA the means to integrate HSA data, aligns resources to solve shared challenges, and promotes service integration. Additionally, the implementation and

knowledge transfer from IBI staff to HSA staff is critical to the success of this endeavor for the long-term benefits of Business Intelligence and Data Analytics.

HSA seeks self-service capability to create ad-hoc reports in order to investigate success along key performance indicators associated with strategic performance and health/human services goals. In addition, HSA seeks quick-response capabilities for predictive and “what-if” analyses.

The County’s Information Services Department has reviewed and signed the Special Services Review form.

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

The agreement and resolution have been reviewed and approved by County Counsel as to 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 95% budget and schedule implementation milestones. The delivery of each software release is expected to pass user testing with less than 4% critical software defects.

PERFORMANCE MEASURE(S):

Measure	FY 2016-17 Projected	FY 2017-18 Projected
Defined project milestones met on time and within budget.	95%	95%
Percent of critical software defects (Severity 1) reported by users when testing each software release.	<4%	<4%

FISCAL IMPACT:

The term of this amended agreement is extended to October 31, 2018. The amount of this amended agreement is being increased by \$766,350 to a new total of \$1,706,350. The cost of this obligation 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 2016-17 Adopted Budget and will be included in the FY 2017-18 and FY 2018-19 budgets.