

RESOLUTION NO. .

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

*** * * * ***

**RESOLUTION AUTHORIZING AN AGREEMENT WITH NOVIGO SOLUTIONS, INC.
FOR A QUALITY ASSURANCE AND CASE REVIEW SYSTEM, FOR THE TERM
JANUARY 24, 2017 THROUGH JANUARY 23, 2020, IN THE AMOUNT OF \$478,000**

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

WHEREAS, in order achieve a high quality of services, enhance internal infrastructure and optimize outcomes of it programs, Human Services Agency (HSA) conducts quality reviews of all program services and is estimated to review 500-700 cases each month; and

WHEREAS, reviews are conducted manually, which is inefficient and prone to errors with a benefit determination accuracy rate of 40%; and

WHEREAS, to maximize efficiency and the accuracy and validity of the data and reduce error rates, HSA has determined that automation of the quality assurance and review system is necessary; and

WHEREAS, in March 2016, HSA conducted a Request for Proposals process and Novigo Solutions, Inc. (Novigo) was chosen as the vendor that could best meet the County's needs in developing and implementing a software solution to automate the quality assurance and review system; and

WHEREAS, the parties wish to enter in agreement for software development and implementation of an automated quality assurance and review system in the amount of \$478,000 for the term of January 24, 2017 through January 23, 2020; and

WHEREAS this Board has been presented with a form of this agreement and desires to enter into same.

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of this Board of Supervisors be and is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of this Board shall attest the President's signature thereto; and

BE IT FURTHER RESOLVED that the Director of the Human Services Agency or designee is authorized 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.

* * * * *