



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: March 14, 2017
Board Meeting Date: April 25, 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 Q-Matic Corporation

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Q-matic Corporation to provide appointment scheduling and client check-in systems with kiosks at all Human Services Agency locations, extending the term by one year and one month for a new term of June 30, 2019, and increasing the amount by \$120,000 to an amount not to exceed \$220,000.

BACKGROUND:

On May 15, 2016, the County entered into an agreement with Q-matic Corporation to provide Human Services Agency (HSA) locations with a lobby management system for a maximum amount not to exceed \$100,000 for the term of May 15, 2016 through May 14, 2018. This system is the primary lobby management system for Economic Self-Sufficiency and Employment Services. The system provides appointment scheduling, queue management as well as walk-in registration kiosks at each of the regional HSA offices. In November 2016, HSA completed a full system optimization evaluation that included reviews of software, hardware, and lobby management process. Two major recommendations came from these reviews: (1) an upgrade of the existing software; and (2) a reconfiguration of service components and workflows to improve client appointment and check-in times.

DISCUSSION:

HSA is requesting approval of this amendment to support maintenance, upgrades and reconfigurations. The Q-matic system is a proprietary system that is customized for HSA's use. Additionally, this amendment adds consulting services for the potential customization and integration with CalWIN, the state-run eligibility determination system, which will ensure HSA clients receive prompt and effective customer service regarding the services and benefits. This amendment will support the Q-matic system and reconfiguration of the workflow to improve processing time, consulting time for

future system integration with HSA client services applications and other system fixes, and workflow configurations and HSA customizations.

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. The Contract Compliance Committee has approved a 3-year waiver.

This amendment contributes to the Shared Vision 2025 outcome of a Healthy and Safe Community by providing a client appointment check-in systems, which enables timely access to County benefits and services. It is anticipated that 80% of major system maintenance tickets will be responded to within 2 hours with additional improvements to this service time in future years. Additionally, it is anticipated that 80% of major service incidents of the check-in and lobby management system that impact services will be resolved within 16 hours.

PERFORMANCE MEASURE(S):

Measure	FY 2017-18 Projected	FY 2018-19 Projected
Percentage of major service and maintenance requests being responded to within 2 hours	80%	90%
Percentage of major service interruptions resolved within 16 hours	80%	90%

FISCAL IMPACT:

Funding for this agreement is estimated to be 82% from state and federal sources and 18% Net County Cost. Appropriation for this agreement was included in the FY 2016-17 Adopted Budget and will be included in the FY 2017-18 and FY 2019-20 Recommended Budgets.