



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: March 28, 2016
Board Meeting Date: May 10, 2016
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 Channel Parity Incorporated

RECOMMENDATION:

Adopt a Resolution authorizing an amendment to the agreement with Channel Parity Incorporated to support the remote services administration for Syntellect Customer Interaction Management System, extending the term from June 1, 2013 to June 30, 2017 and increasing the amount by \$130,000 to an amount not to exceed \$550,000.

BACKGROUND:

On June 24, 2013, the Director of the Human Services Agency approved agreement 72200-13-D001 with Channel Parity Incorporated for the term of June 1, 2013 to May 31, 2014 in the amount of \$100,000 to provide project management, technical configuration, maintenance service, and user support for the Call Center's Syntellect phone system. Subsequent amendments expanded the scope of work to meet the requirements for the Covered California call center warm transfer process, extended the term to June 30, 2016, and increased the amount of the agreement by \$320,000 for a total obligation of \$420,000.

The Syntellect phone system will be obsolete within the next several years. As a result, HSA will need to research current technologies to replace the current system.

DISCUSSION:

While HSA undergoes the research and consulting process to replace the Human Services Agency (HSA) phone management system, a twelve (12) month extension is needed to ensure the continuation of services. HSA will review and evaluate the requirements for an effective phone management system to meet the needs of the Benefits Eligibility Services Telecenter and Contact Call Center and then develop and issue a request for proposal.

County Counsel has reviewed and approved the amendment and resolution as to form. The Contract Compliance Committee has approved a waiver to extend the term of the agreement beyond the three years for the evaluation of the phone management system and issuance of a request for proposal.

This amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by ensuring support for the HSA telephone system that allows San Mateo County residents to directly access assistance for affordable health care insurance and other public benefits. Additionally, the supported phone system manages the health care insurance application warm transfer process between Covered California and San Mateo County Human Services Agency's Contact Call Center. It is anticipated that 93% of warm transfer calls received from Covered California will be completed within thirty (30) seconds.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percent of warm transfer calls received from Covered California completed within 30 seconds.	93%	93%

FISCAL IMPACT:

The term of this amended agreement is extended by one year, with a new end date of June 30, 2017. This amendment adds \$130,000 in additional obligation to this agreement. Estimated funding for this agreement is 82% state and federal and 18% net county cost. Budgetary appropriation for this agreement is included in the FY 2015-16 Adopted Budget and in the FY 2016-17 Tentatively Adopted Budget.