

## RESOLUTION NO. .

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

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**RESOLUTION AUTHORIZING AN AGREEMENT WITH KONÉ CONSULTING, LLC.  
FOR THE PURPOSE OF UTILIZING LEAN SIX SIGMA PROJECT METHODOLOGY  
TO EVALUATE AND REDESIGN THE CURRENT BENEFITS DELIVERLY BUSINESS  
MODEL, FOR THE TERM OF OCTOBER 1, 2015 THROUGH SEPTEMBER 30, 2017,  
IN AN AMOUNT NOT TO EXCEED \$455,089**

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

**WHEREAS**, the Human Services Agency (HSA) conducted a Request for Proposal (RFP) in May 2015 and selected Koné Consulting, LLC. to provide onsite consulting and training to HSA staff to strategize, plan and implement a redesign of its current benefits delivery business model using the Lean Six Sigma principles and methodologies.

WHEREAS, the redesigned model will streamline the benefits intake and renewal application process, ensure accountability and quality control checkpoints, and develop a process that will track customer service satisfaction and seek customer feedback; and

**WHEREAS**, Koné Consulting will work with HSA employees and clients to identify issues needing change, and will customize an educational program that is specific to those needs using process improvement methodologies and staff expertise to evaluate, and identify efficiencies and inefficiencies in the current task based system and then recommend the best business model that meets HSA's program performance

standards; and

**WHEREAS**, Koné Consulting will establish a Lean Institute comprised of HSA staff, and will provide training in conducting value stream improvement processes, kaizen events, facilitation techniques, and training on effective coaching and help HSA plan comprehensive communications strategies and deliver these change management communications to staff and clients, organize and facilitate community based and employee centered focus groups for feedback on organizational change efforts; and

**WHEREAS**, this Agreement has been presented to this Board of Supervisors for its consideration and acceptance an Agreement with Kone' Consulting for the term of October 1, 2015 through September 30, 2017, for a maximum obligation of \$455,089; and

**WHEREAS**, this Board has been presented with the form of this Agreement and has examined and approved it as to both form and content and desires to enter into the 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.

**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.

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