



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Human Services Agency



**Date:** December 28, 2016  
**Board Meeting Date:** February 14, 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 Enghouse Interactive for call management system maintenance

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Enghouse Interactive to provide telephone management system software, hardware and maintenance, extending the term through December 31, 2017 and increasing the amount by \$46,740, to an amount not to exceed \$146,740.

**BACKGROUND:**

On December 12, 2014, the County entered into an agreement with Enghouse Interactive to provide the Human Services Agency ("HSA") with telephone management system software, hardware and maintenance for a maximum amount not to exceed \$100,000, for the term of January 1, 2015 through December 31, 2016. This call management system, Syntellect CIM Live Service System ("Syntellect") is part of the HSA Economic Self-Sufficiency ("ESS") division's telephone call management workflow, integral to the operations of providing HSA clients customer service regarding benefits. Enghouse Interactive provides ongoing maintenance, software and hardware for this call management system.

**DISCUSSION:**

ESS continues to require the use of Syntellect to ensure HSA clients receive prompt and effective customer service regarding their benefits. Accordingly, HSA is submitting for approval an amendment that will increase the current agreement by \$46,740 to cover the cost of services for the additional year.

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 amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing software, hardware, and maintenance for a call management system that ensures HSA clients receive effective customer service and timely benefits. It is anticipated that 96% of maintenance tickets will be addressed within 48 hours. Additionally, it is anticipated that there will be less than 1% downtime of the phone system that affects customer service.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2016-17 Projected</b>	<b>FY 2017-18 Projected</b>
Percentage of maintenance tickets addressed within 48 hours.	95%	96%
% of phone system downtime that affects customer service.	< 1%	< 1%

**FISCAL IMPACT:**

The agreement is funded by 97% state and federal welfare administration sources (\$45,338) and 3% Net County Cost (\$1,402). Appropriations were included in the FY 16-17 Adopted Budget and will be included in the FY 17-18 and FY 18-19 Recommended Budgets.