

RESOLUTION NO. _____

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

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**RESOLUTION WAIVING THE REQUEST FOR PROPOSALS (RFP) PROCESS AND
APPROVING THE EXECUTION OF AN AGREEMENT WITH NOVIGO
SOLUTIONS, INC., TO PROVIDE SOFTWARE MAINTENANCE AND TECHNICAL
SUPPORT FOR THE QUEST APPLICATION FOR THE TERM OF OCTOBER 1,
2020 TO SEPTEMBER 30, 2023, IN A TOTAL AMOUNT NOT TO EXCEED
\$215,850**

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

WHEREAS, the Human Services Agency (HSA) conducts quality assurance case reviews to monitor the accuracy of benefit eligibility determinations, ensure benefit programs are implemented according to state and federal regulations, and prevent errors from recurring through the modification of policy and/or trainings; and

WHEREAS, in 2017, HSA implemented QUEST, a web-based application/tool developed for HSA by Novigo Solutions, Inc. (Novigo), to automate HSA's case review system to maximize case review efficiency, increase data validity and reduce error rates; and

WHEREAS, QUEST provides accuracy reports, error trends and other relevant data without the need for manual analysis to improve HSA's business operations, inform policy and develop trainings; and

WHEREAS, preventative and routine application maintenance of QUEST is necessary to ensure the application is running in optimal condition for end users; and

WHEREAS, HSA would like to enter into a three (3) year agreement with Novigo to receive technical support, software maintenance services and system enhancements on an as-needed basis for the QUEST application to ensure accessibility of the system; and

WHEREAS, the QUEST application, maintenance and technical support are proprietary to and are solely provided by Novigo; and

WHEREAS, HSA is recommending the Board waive the Request for Proposals process as Novigo is the only vendor available to provide system maintenance and enhancements; and

WHEREAS, there has been presented to this Board of Supervisors for its consideration and acceptance an agreement, reference to which is hereby made for further particulars, in which Novigo will provide maintenance and technical support and make system enhancements for the term of October 1, 2020 through September 30, 2023, for a maximum obligation amount not to exceed \$215,850; and

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that that the President of this Board of Supervisors be and is hereby authorized and directed to waive the County's requirement for Request for Proposals and execute said agreement for an 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 and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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