



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 23-729

Board Meeting Date: 9/12/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Heather Forshey, Director, Environmental Health Services

Subject: Amendment to the Agreement with Incapsulate, LLC to Provide a Records Management System for Environmental Health Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Incapsulate, adding additional scope of work to the records management systems services and increasing the amount by \$250,000, to an amount not to exceed \$1,575,000 with no change to the agreement term.

BACKGROUND:

On July 12, 2022, this Board approved an agreement with Incapsulate, LLC for records management systems services for San Mateo County Environmental Health Services (EHS) for the term of July 12, 2022, through June 30, 2027, in an amount not to exceed \$1,300,000.

On April 1, 2023, the parties amended the agreement to add \$25,000 to the not to exceed amount, with no change to the agreement term.

DISCUSSION:

Since this Board's July 12, 2022, approval of its contract, Incapsulate, LLC has been developing EHS' record management system and the system is currently being finalized and tested. In this final phase, additional critical needs not included in the original scope of work have been identified as necessary for improved user functionality and experience prior to the system's launch. As a result, EHS is requesting this Board's approval of an increase to the original agreement, in order to implement this additional work.

The County Attorney has reviewed and approved the resolution and agreement as to form.

The Information Services Department has reviewed and approved the IT component of this agreement.

The resolution contains the County's standard provisions allowing amendment of the County fiscal obligations by a maximum of \$25,000 (in aggregate).

It is anticipated that the new records management system will improve EHS' online user interface, with a portal for 14,000 businesses to manage accounts with EHS remotely. One outcome of the new business/user interface is to improve access to online payments. Better online access will yield efficiencies for both EHS and businesses. It is anticipated that 2,254 payment transactions will be received online using EHS Public Portal during FY 2022-23 and 9,000 payment transactions will be received in FY 2023-24.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Estimated
Number of payment transactions that are received online using EHS Public Portal	2,254 payment transactions	9,000 payment transactions

FISCAL IMPACT:

The term of the amended agreement is July 12, 2022, through June 30, 2027. The amount of the amended agreement is not to exceed \$1,575,000 for the five-year term. Funds in the amount of \$250,000 are included in the EHS FY 2023-24 Recommended Budget. One hundred percent of the cost associated with this amendment is funded through EHS revenues. There is no Net County Cost associated with this amendment.