



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 16-426

Board Meeting Date: 7/25/2017

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 Information Builders, Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Information Builders, Inc. to provide development of business intelligence and data analytics infrastructure, increasing the amount by \$671,770 for a total amount not to exceed \$2,378,120 and the term remaining November 3, 2015 through October 31, 2018.

BACKGROUND:

The Human Services Agency (HSA) requires a business intelligence system to provide caseload management information to its Economic Self Sufficiency (ESS) branch. Based on systems performance during the implementation of the Affordable Care Act, and the need to integrate data from all HSA divisions, HSA decided to enter into an agreement with Information Builders, Inc. (IBI) to assist with improving its business intelligence infrastructure and reporting capabilities. Accordingly, on December 7, 2015, the County entered into an agreement with IBI for a maximum amount of \$940,000 for the term of November 3, 2015 through June 30, 2017.

On December 19, 2016, the County approved an amendment for unforeseen challenges surrounding data acquisition, third-party application inconsistencies, and the need to enhance the system's foundation to better support future data integration and dashboard development. This amendment added \$766,350 for a new total obligation of \$1,706,350 and extended the agreement by sixteen months for a new term of November 3, 2015 through October 31, 2018.

DISCUSSION:

HSA is requesting approval of this second amendment to support the development of two new portals for the agency. These services are needed to help support HSA's strategic vision, present operational data, and provide analytical tools and reporting structures for users to access relevant information immediately. Additionally, HSA seeks a self-service capability to create ad-hoc reports in order to investigate success along key performance indicators associated to strategic, performance and health/human services goals. In addition, HSA seeks quick-response capabilities for predictive and

“what-if” analyses. Specifically, this scope of work will include the design of two (2) new portals:

1. Employment Services (ES) Portal: Job Information Center Statistics, Work Participation Rate (WPR) and Employment data.
2. Finance (Fiscal) Portal: Budget vs. Expenditure trends by branch, by categories.

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 amendment and resolution have been reviewed and approved by County Counsel as to form.

The County’s Information Services Department has reviewed and approved these services.

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by developing a state of the art software system for information management and reporting. Specifically, this system will provide data to inform decisions, create agency efficiencies, and provide HSA with a way to pool disparate data into one business intelligence platform that meets 95% budget and schedule implementation milestones. The delivery of each software release is expected to pass user testing with less than 4% critical software defects.

PERFORMANCE MEASURES:

Measure	FY 2016-17 Projected	FY 2017-18 Projected
Defined project milestones met on time and within budget.	95%	95%
Percent of critical software defects (Severity 1) reported by users when testing each software release.	<4%	<4%

FISCAL IMPACT:

This amendment will add \$671,770 to the existing agreement for a new total obligation of \$2,378,120. The expense incurred under this agreement will be cost applied out to HSA programs with funding estimated to be 70% state and federal, and 30% Net County Cost. Budgetary appropriation for this amendment will be included in the FY 2017-18 September Revised Budget.