



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 16-219

Board Meeting Date: 6/6/2017

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 Channel Parity Incorporated

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Channel Parity Incorporated to provide an interactive voice response system, extending the term by one year, for a new term of June 1, 2013 through June 30, 2018, and increasing the amount by \$130,000 to an amount not to exceed \$680,000.

BACKGROUND:

On June 21, 2013, the County entered into an agreement with Channel Parity Incorporated for a maximum amount not to exceed \$100,000 for the term of June 1, 2013 through May 31, 2014, to provide the Human Services Agency (HSA) with an Interactive Voice Response (IVR) system, known as Syntellect Customer Interaction Management. This system is the primary telephone based eligibility response for the Benefits Eligibility Services Telecenter (BEST). Subsequent amendments added \$450,000 for a total obligation of \$550,000 and extended the amendment by thirty-seven months for a new term of June 1, 2013 through June 30, 2017. The amendments included additional technical support, user support and extended the maintenance services.

DISCUSSION:

This amendment is a temporary extension. The County's Information Services Division is working with the Human Services Agency to implement a new Voice Over Internet Protocol (VOIP) phone system for BEST. This temporary one-year extension is needed in order to support the legacy IVR system until the new VOIP and IVR systems are implemented.

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. The Contract Compliance Committee has approved a 3-year waiver.

This amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing a phone-based client benefits eligibility and referral system, which enables timely access to County benefits and services. It is anticipated that 80% of major system maintenance tickets will be responded to within 2 hours with additional improvements to this service time in future years. Additionally, it is anticipated that 80% of major service incidents of the IVR system that impact services will be resolved within 16 hours.

PERFORMANCE MEASURE:

Measure	FY 2016-17 Projected	FY 2017-18 Projected
Percentage of major service and maintenance requests being responded to within 2 hours	80%	90%
Percentage of major service interruptions resolved within 16 hours	80%	90%

FISCAL IMPACT:

The total amount of this amendment (\$130,000) is funded by 82% (\$106,600) state and federal sources and 18% (\$23,400) Net County Cost. Appropriation for this amendment will be included in the FY 2017-18 Recommended Budget.