



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 16-692

Board Meeting Date: 10/31/2017

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Iliana Rodriguez, Director, Human Services Agency  
**Subject:** Agreements with three (3) IT Contingency Staffing Providers

**RECOMMENDATION:**

Adopt a resolution authorizing:

- A. Agreements with three (3) providers for IT contingency staffing: (1) 314e Corporation; (2) Agreeya Solutions, Inc; and (3) Genuent USA, LLC for the term of October 1, 2017 through September 30, 2020 for a combined aggregate amount not to exceed \$800,000; and
- B. The Human Services Agency Director or designee to sign the contingency staffing agreements once they are signed by the Contractors.

**BACKGROUND:**

Human Services Agency's (HSA) Administrative Services branch provides IT application and operational support to the various branches of the Agency. Services include IT service desk operations, application development, reporting, data analysis, productions support and various IT project roles. Agency IT priorities include business intelligence and operational excellence.

The Administrative Services branch has identified the need to have IT contingency staffing agreements available for specialized short term projects where current staff do not have expertise and to fill positions critical to HSA operations on a short term basis while recruitments are conducted. HSA reviewed the current contingency staffing agreements under ISD, but found that the Agreements did not meet the needs of HSA due to the specialized nature and requirements of the work to be performed. If the services to be provided can be performed by ISD, HSA utilizes ISD services.

HSA conducted a Request for Proposals (RFP) in June 2017 seeking specific position types and knowledge. The results are attached in Exhibit A to this memo. There are many types of IT specialty positions required to support daily operations and provide specialized development required to maintain the critical operational needs of HSA. In order to provide a range of the most critical types of positions, three providers were awarded based on price competitiveness and the types of positions

offered: (1) 314e Corporation; (2) Agreeya Solutions, Inc.; and (3) Genuent USA, LLC.

**DISCUSSION:**

The Administrative Services branch is focused on critical operations and agency initiatives. These Agreements will allow HSA to use contingency staffing to temporarily fill critical specialized positions that would adversely impact HSA operations if otherwise left unfilled while the agency undergoes recruitment efforts and provide services for short term projects where current staff do not have the expertise or where pulling staff for such projects would result in a negative impact to HSA operations.

All contingency staff requests are approved through the County Human Resources Department and represented Unions prior to the use of contingency staffing Agreements to assure that the temporary hires are the most effective and cost effective way to temporarily fill the needs of the Agency in addition to complying with applicable County policies and Union Agreements.

These agreements are for three year terms and will be used on an as needed basis only. Contingency staffing provided by pursuant to each of the three providers (1) 314e Corporation; (2) Agreeya Solutions, Inc; and (3) Genuent USA, LLC will not exceed the aggregate amount of \$800,000.

HSA in collaboration with County Counsel made revisions to these Agreements which are currently being reviewed by the contractors. In order to avoid a lapse of service and any delay in critical projects already in progress under bridge Agreements which expire October 31, 2017, HSA is requesting that the Board of Supervisors authorize the Human Services Agency Director or designee to sign the contingency staffing agreements allowing the Contractors' time to review the changes and re-execute the agreements.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate) for each Contractor, for a maximum of \$75,000.

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

These agreements contribute to the Shared Vision 2020 outcome of a Prosperous Community by providing contingency staffing solutions to temporarily fill specialized short-term positions, which helps maintain continuity of services and thereby allows HSA to keep providing critical services to County residents. It is anticipated that the contingency staffing contractors will respond within 72 hours to the County's request with a pool of 3-4 candidates 80% of the time and that any service issues will be responded to within 4 hours 85% of the time.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2017-18 Projected</b>	<b>FY 2018-19 Projected</b>
Percent of time that contractors will respond with staffing proposals identifying 3-4 candidates within 72 hours.	80%	85%
Percent of services issues responded to within 4 hours.	85%	90%

**FISCAL IMPACT:**

The term of these agreements is October 1, 2017 through September 30, 2020. The combined aggregate amount of these agreements is not to exceed \$800,000. The fiscal obligation under these agreements will be cost applied out to HSA. Funding is estimated to be 70% state and federal and 30% General Fund Net County Cost. Budgetary appropriation for these agreements is included in the FY 2017-18 Adopted Budget and FY 2018-19 Recommended Budget, and will be included in subsequent budgets impacted by these agreements.