



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** HUMAN SERVICES AGENCY

**File #:** 16-775

Board Meeting Date: 11/21/2017

---

**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 Cushman Computer Consulting, Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Cushman Computer Consulting, Inc. for the enhancement of the Revenue and Claims Data System for the Human Services Agency's Financial Services branch, extending the term by two years through June 30, 2020 and increasing the amount by \$210,000 for a total amount not to exceed \$1,006,500.

**BACKGROUND:**

The Human Services Agency (HSA) Financial Services Branch processes County claims for expenditures and aid benefits covering 20 state and federal program areas assisting 160,000 residents. On November 12, 2015, the County entered into an Agreement with Cushman Computer Consulting Inc. (C3) for \$796,500 and a term of November 1, 2015 through June 30, 2018, to create a software solution that automated and modernized the claims reconciliation process. During the most recent development phase, the system was updated to automate and facilitate the reconciliation of major claims with revenue remittances, and generate auditing and analysis reports.

**DISCUSSION:**

This Amendment with C3 will extend the term by two years and increase the funding of the Agreement to expand the system to meet the claiming needs of the new Continuum of Care Reform (CCR). In addition, C3 will further develop the system in the following areas:

- Expand feature to manage the CalWIN claim reimbursements.
- Adapt existing data extraction processes for CCR claim reporting and reconciliation.
- Enhance reconciliation for CalWIN adjustment claims, whereby the adjusted claim total is reconciled to State revenue payments.
- Develop and publish a user's manual containing procedural instructions for major

operating and administration features of the system.

- Generate the Measure K intrafund transfer statement of charges, and run a balance on revenues received.
- Extend maintenance and technical support for Fiscal Years 2018-2019 and 2019-2020.

The amendment and resolution have been reviewed and approved by County Counsel, and the County's Information Systems Department (ISD). The Contract Compliance Committee approved a 3-Year Waiver Request.

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

**This Amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community** by enabling County claims for public assistance program expenditures to be expeditiously processed for state reimbursement. It is anticipated that users of the system will report less than 3% of software defects as a result of the services within this agreement. C3 will submit a workplan for deliverables, and is expected to complete 90% of milestones on time and within budget.

**PERFORMANCE MEASURE:**

Measure	FY 2016-17 Actual	FY 2017-18 Projected
Percent of critical software defects (Severity 1) reported by users when testing each software release	<4%	<3%
Percentage of defined project milestones met on time and within budget	90%	90%

**FISCAL IMPACT:**

This Amendment extends the Agreement by two years until June 30, 2020 and increases the County's fiscal obligation to \$1,006,500. The expense incurred under this Agreement will be cost applied out to HSA with funding estimated to be 70% state and federal, and 30% General Fund Net County Cost. Budgetary appropriation for this Agreement is included in the Fiscal Year 2017-18 Adopted Budgets and 2018-19 Recommended Budget.