



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 18-068

Board Meeting Date: 1/23/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Nicole Pollack, Interim Human Services Agency Director
Subject: Amendment to the Agreement with Novigo Solutions, Inc. for Handbook Systemization and Reporting

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Novigo Solutions, Inc. for the systemization of the Human Services Agency's policy handbooks, increasing the amount of the agreement by \$289,000 for a total amount not to exceed \$767,000 and extending the term by eight months for a new term of January 24, 2017 through September 23, 2020.

BACKGROUND:

San Mateo County Human Services Agency's (HSA) provides essential services that help residents of San Mateo County achieve and sustain a healthy, safe and productive life. In order to comply with state and federal guidelines, HSA needs comprehensive, up-to-date and accessible program policy handbooks for all of HSA's assistance programs. As of December 31, 2016, HSA has updated all program policy handbooks. Subsequently, HSA has determined that a new technology would make the newly updated handbooks more accessible, convenient to staff and increase general comprehension. This new technology would also reduce the amount of inaccuracies or general errors in benefits issuance with the increase in comprehension of program regulations. In June 2017, HSA issued an RFP for the systemization of the policy handbooks and Novigo Solutions, Inc. (Novigo) was selected as the vendor that could best meet the needs of the County in converting and systematizing HSA's handbooks.

DISCUSSION:

HSA is requesting approval of this Amendment to the Agreement with Novigo to automate and systematize HSA's program policy handbooks. This will involve converting the existing documents into a rich text format that will allow for quick searching, sorting and updating of policy materials. Additionally, with this systemization, the Staff Development branch of HSA will be able to focus trainings on commonly accessed policies, assist staff in providing relevant services, and reduce inaccuracies in benefits issuance.

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 provision allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing supportive services to residents of San Mateo County leading to self-sufficiency. It is anticipated that all new program policies or procedural resources developed are updated and/or published using the new handbook technology within 30 days of notice from the California Department of Social Services. Additionally, it is anticipated that 85% of staff will rate the new handbook technology as "accessible" or "improving work" as provided by a post implementation survey.

PERFORMANCE MEASURE:

Measure	FY 2018-19 Projected	FY 2019-20 Projected
New program policy/procedure resources are updated/published in 30 days	85%	85%
Percentage of staff that rate the new handbook technology as "improving work"	85%	85%

FISCAL IMPACT:

The total amount of this amended Agreement with the term of January 24, 2017 to September 23, 2020 is \$767,000. This amendment adds \$289,000 to the Agreement. The additional expense incurred under this amended Agreement will be distributed out to the HSA programs that benefit from this Agreement. The distributed expenses will be claimed under the benefiting HSA programs. Funding is estimated to be 70% state and federal, 30% General Fund Net County Cost. Budgetary appropriation for this amended Agreement is included in the FY 2017-18 Adopted Budget and will be included in the FY 2018-2019 and FY 2019-20 Recommended Budgets.

Request for Proposals - Matrix

1	Where was the RFP advertised?	www.publicpurchase.com and San
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	SharedSquared RightManual VM V SalesForce Novigo Solutions, Inc
3	State the total number of RFP's sent to prospective proposers:	Zero (all potential contractors were
4	How many proposals did you receive?	Three
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	InMotion Software, LLC 11001 Lakelin Texas 78717 Millennium Franchise Gr 3316 Laguna Way, Oakland, CA 94601 Paul Street, Suite 3100 Dallas, Texas