



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 18-984

Board Meeting Date: 10/23/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Nicole Pollack, 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 further develop the Human Services Agency's business intelligence and data analytics reporting system, increasing the amount by \$1,048,664 for a new total obligation amount of \$3,426,784, and extending the term by eight months for a new term of November 3, 2015 through June 30, 2019.

BACKGROUND:

In 2004, the Human Services Agency (HSA) installed a business intelligence system to provide caseload management information to its Economic Self Sufficiency (ESS) branch. On November 3, 2015, by resolution 074172, the County entered into an agreement with Information Builders, Inc. (IBI) to assist with improving HSA's business intelligence infrastructure and reporting capabilities in the amount of \$940,000 for the term of November 3, 2015 through June 30, 2017. Subsequent amendments increased the amount by \$1,438,120 for a total obligation of \$2,378,120 and extended the term by sixteen (16) months to October 31, 2018 to provide for system enhancements that included improved data integration and the development of a business intelligence dashboard.

DISCUSSION:

HSA wishes to further amend the agreement in order to augment its business intelligence system's reporting capabilities and further streamline administrative and data management processes. This amendment will support: (1) the development of the Employment Services dashboard; (2) enhancements to the ESS dashboard; and (3) enhancements to the Collaborative Community Outcomes dashboard. These dashboards present operational and performance data and provide analytical and reporting tools that will be used to improve services to the community.

The development and implementation of the business intelligence system is expected to be complete by June 30, 2019. The agreement with IBI includes an education and technology transfer process that will allow HSA's in-house technology staff to assume development and day-to-day management responsibilities after implementation. As a result, HSA expects the on-going vendor costs associated

with the system to be for software licensing, support, and related hardware support expenses, which is approximately \$600,000 per year. This funding is already included in the Agency's technology budget to support the current data and reporting systems and will be redirected over time as HSA migrates to the business intelligence system.

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 these services and agrees with contracting these services to Information Builders, Inc. County Procurement has approved a 3-year waiver for this agreement.

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by developing a state-of-the-art system that will enable HSA to make informed decisions and create agency efficiencies to better serve the community. It is anticipated for FY 2018-19 that the project will meet 95% of the budget and schedule implementation milestones. It is also anticipated that the delivery of each software release is expected to pass user testing with less than 4% critical software defects.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Actual	FY 2018-19 Target
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 \$1,048,664 to the existing agreement for a new total obligation of \$3,426,784. 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. On-going post-implementation costs associated with the system will be similarly funded. Budgetary appropriation for this amendment is included in the FY 2018-19 Adopted Budget.