



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 19-359

Board Meeting Date: 4/23/2019

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

**To:** Honorable Board of Supervisors

**From:** Nicole Pollack, Director, Human Services Agency

**Subject:** Amendment to agreements with three (3) IT Contingency Staffing Providers

**RECOMMENDATION:**

Adopt a resolution authorizing amendments to agreements with three (3) providers for IT contingency staffing: 314e Corporation; AgreeYa Solutions, Inc; and Genuent Global, LLC, increasing the amount by \$800,000, to a new combined aggregate amount not to exceed \$1,600,000, with no change to the term of the agreement.

**BACKGROUND:**

The Administrative Services branch of the Human Service Agency (HSA) 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.

HSA conducted a Request for Proposals in June 2017 seeking specific types of positions and knowledge in the area of IT. Three providers were awarded based on price competitiveness and the types of positions offered.

On October 31, 2017 your Board approved Resolution No. 075541 authorizing agreements with three providers for IT contingency staffing: (1) 314e Corporation; (2) Agreeya Solutions, Inc.; and (3) Genuent Global, LLC., from October 1, 2017 through September 30, 2020 for a combined aggregate amount not to exceed \$800,000.

HSA requests that this Board authorize amendments increasing the combined aggregate amount of these contracts to \$1,600,000.

**DISCUSSION:**

The Administrative Services branch is focused on critical operations and agency initiatives. These agreements 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.

The Administrative Services branch has additional workload for FY 2018-19, FY 2019-20 that was not originally anticipated. In FY 2018-19, there is a one-time funding initiative, approved in late 2018 in the amount of \$300,000 expiring on June 30, 2019, to create critical reports that provide visibility into long-term trends for revenues, expenses, contract spending, extra help, overtime, and other needs as identified by our Financial Services Branch for budget monitoring.

In addition, we are requesting an additional \$500,000 for FY 2019-20 to cover additional project requests to enhance existing systems and to build net new systems. Projects include adding revenue project capability into the existing Budget Development System and a new tool for our Job Center to track services provided to our clients. All the work slated for FY 2018-19 and FY 2019-20 have aggressive deadlines. An assessment of our current staffing level indicates that we will need the help of contingency staffing to accomplish this work.

All contingency staff requests are approved through the County Human Resources Department and represented Unions prior to the use of contingency staffing agreements to ensure that the contingency staffing is 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.

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

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.

Approval of these amendments contribute to the Shared Vision 2025 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 Actual</b>	<b>FY 2018-19 Projected</b>	<b>FY 2019-20 Projected</b>
Percent of time that contractors will respond with staffing proposals identifying 3-4 candidates within 72 hours.	100%	85%	85%
Percent of services issues responded to within 4 hours.	100%	90%	90%

**FISCAL IMPACT:**

The term of these amended agreements is October 1, 2017 through September 30, 2020. The

combined aggregate amount of these agreements does not exceed \$1,600,000. The fiscal obligation under these agreements will be cost applied out to HSA. Funding is estimated to be 75% state and federal and 25% Net County Cost. Budgetary appropriation for these amended agreements is included in the FY 2018-19 Adopted Budget and FY 2019-20 Recommended Budget and will be included in subsequent budgets impacted by these amended agreements.