



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 19-884

Board Meeting Date: 9/17/2019

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

**To:** Honorable Board of Supervisors  
**From:** Iliana Rodriguez, Interim Director, Human Services Agency  
**Subject:** Agreement with Northwoods Consulting Partners, Inc.

**RECOMMENDATION:**

Adopt a resolution waiving the Request for Proposals process and authorizing an agreement with Northwoods Consulting Partners, Inc., to provide maintenance and technical support for the term of September 1, 2019 to August 31, 2020, in an amount not to exceed \$404,715.

**BACKGROUND:**

In 2010, the Human Services Agency (HSA) completed the implementation of a document imaging and task management system (Compass) using OnBase and Compass Pilot software applications purchased from Northwoods Consulting Partners, Inc (Northwoods). Compass integrates with the County's CalWIN system used to administer public assistance programs. HSA uses Compass to manage client benefit eligibility case related documents such as applications, financial statements, and verification documentation. Compass not only eliminates the need for storage space by converting paper files into digital files, it also makes client case file information easily accessible to eligibility staff from any HSA location. Additionally, Compass is used to track and create/track tasks necessary to processing an eligibility case. For example, Compass is used to create follow up tasks for timely reviews; to generate client renewal notifications; to complete a case file; and/or to make corrections to client case information that impacts an eligibility determination.

**DISCUSSION:**

This system is a critical component of managing determinations for public aid programs administered by HSA. Preventative and routine application maintenance of the system is necessary to ensure accessibility and security of client case information. HSA would like to enter into a new one (1) year agreement with Northwoods to provide technical support and software maintenance for the OnBase and Compass Pilot applications. Northwoods will provide remote support services during HSA business hours; onsite technical support if required; and will provide software patches, upgrades, and fixes to maintain system performance and ensure client data is secure.

The OnBase and Compass Pilot applications, maintenance, and support are proprietary to, and

solely provided by Northwoods. For these reasons, HSA is recommending the Board waive the Request for Proposal process as Northwoods is the only vendor available to provide technical support and software maintenance for these applications.

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

County Counsel has reviewed and approved the resolution and the agreement as to form.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by ensuring the documentation that HSA uses to make eligibility determinations is accurate and readily accessible. It is anticipated for FY 2019-20 that each request for technical support will be responded to within four hours of receipt 95% of the time.

**PERFORMANCE MEASURE:**

Measure	FY 2019-20 Target
Percent of technical assistance requests that are responded to within four hours.	95%

**FISCAL IMPACT:**

The term of the agreement is September 1, 2019 to August 31, 2020 for a total obligation amount of \$404,715. Funding for this Agreement is estimated to be 82% (\$331,866) from State and Federal sources and 18% (\$72,849) Net County Cost. Appropriations are included in the FY19-20 Recommended budget.