



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 20-478

Board Meeting Date: 6/30/2020

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

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

**RECOMMENDATION:**

Adopt a resolution waiving the Request for Proposals process and approving the execution of an agreement with Northwoods Consulting Partners, Inc., to provide maintenance and technical support for the term of September 1, 2020 to August 31, 2023, for a total obligation amount not to exceed \$1,115,275.

**BACKGROUND:**

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

**DISCUSSION:**

The 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 three (3) 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 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.

It is anticipated for FY 2020-21 that each request for technical support will be responded to within four hours of receipt 95% of the time. This measure is expected to increase to 97% and 98% for FY 2021-22 and FY 2022-23, respectively.

**PERFORMANCE MEASURE:**

Measure	FY 2020-21 Anticipated	FY 2021-22 Anticipated
Percent of time each request for technical support will be responded to within 4 hours of receipt of request.	96%	97%

**FISCAL IMPACT:**

The term of the agreement is September 1, 2020 to August 31, 2023 for a total obligation amount of \$1,115,275. Funding for this Agreement is estimated to be 82% (\$945,255) from State and Federal sources and 18% (\$207,495) Net County Cost. Appropriations for this agreement are included in the FY 2020-21 Recommended Budget. Similar arrangements will be made for future years.