



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 20-820

Board Meeting Date: 10/20/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Ken Cole, Director, Human Services Agency
Subject: Agreement with Novigo Solutions, Inc.

RECOMMENDATION:

Adopt a resolution waiving the Request for Proposals (RFP) process and approving the execution of an agreement with Novigo Solutions, Inc., to provide software maintenance and technical support for the QUEST application for the term of October 1, 2020 to September 30, 2023, in a total amount not to exceed \$215,850.

BACKGROUND:

The Human Services Agency (HSA) conducts quality assurance case reviews to monitor the accuracy of benefit eligibility determinations, ensure benefit programs are implemented according to state and federal regulations, and prevent errors from recurring through the modification of policy and trainings. It is estimated that HSA conducts 500 to 700 case reviews each month. In 2017, HSA implemented an automated case review system called QUEST. QUEST was developed for HSA by Novigo Solutions, Inc. (Novigo).

QUEST is a web-based application/tool that allows HSA to maximize efficiency, maintain the validity of the data and reduce error rates by automating the quality assurance review system. Prior to the implementation of QUEST, HSA was conducting manual case reviews, which was inefficient and susceptible to administrative errors. HSA uses QUEST to enter case reviews, re-reviews and corrective action reviews, and the system provides accuracy reports, error trends and other relevant data without the need for manual analysis. These reports are then analyzed and used to improve HSA business operations, inform policy and develop trainings.

DISCUSSION:

Preventative and routine application maintenance of QUEST is necessary to ensure accessibility and security of case review information. HSA would like to enter into a new three (3) year agreement with Novigo to provide technical support and software maintenance for the QUEST application. Novigo will provide remote support services during HSA business hours, software patches, upgrades and fixes to maintain system performance and ensure HSA case data is secure. The annual cost for

maintenance is \$66,000. The agreement includes contingency funding in the amount of \$17,850 to cover any system enhancements necessary at the request of HSA.

QUEST application maintenance and technical support is proprietary to and solely provided by Novigo. For these reasons, HSA is recommending the Board waive the Request for Proposals process as Novigo 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 the term of this agreement that the QUEST application will be functional, operational and useable 99% of the time.

PERFORMANCE MEASURE:

Measure	FY 2020-21 Target	FY 2021-22 Target	FY 2022-23 Target
Percentage of time (uptime) the QUEST application is functional, operational, and useable.	99%	99%	99%

FISCAL IMPACT:

The agreement term is October 1, 2020 to September 30, 2023 for a total obligation amount of \$215,850. Of this amount, \$188,850 is estimated to be funded by 82% state/federal blended Eligibility and 18% NCC, and \$27,000 is estimated to be 100% funded by federal CalWORKs Single Allocation (ES). Budgetary appropriation for this agreement is included in the FY 2020-21 Adopted Budget and will be included in the FY 2021-22 and FY 2022-23 Recommended Budget(s).