



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH SERVICES IT

File #: 22-373

Board Meeting Date: 5/17/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Stephen Dean, Chief Information Officer, San Mateo County Health

Subject: Resolution Authorizing the Chief of San Mateo County Health or Their Designee to Execute Agreements with Eligible Vendors for Contingency Staffing Services

RECOMMENDATION:

Adopt a resolution authorizing the Chief of San Mateo County Health or their designee to execute agreements with the eligible vendors listed in Attachment A to provide Contingency Staffing Services for the period of July 1, 2022 through June 30, 2025 in an amount not to exceed \$12,000,000, in aggregate.

BACKGROUND:

The Health Information Technology division (HIT) of San Mateo County Health has embraced the agile staffing model by carefully using vendor-provided contingency staffing services.

Since the formation of the HIT division in 2013, the County's Information Service Department and HIT worked together to apply the agile staffing model. However, due to HIT needs to provide services to the County Health divisions, HIT decided to create and maintain its own Contingency Staffing Solution. This Solution will resolve HIT's short-term staffing requirements for Project Management, Operations Analysts, and Data Analyst to support the divisions of County Health.

DISCUSSION:

HIT completed a Request for Proposals (RFP) to create a pool of staffing agencies that will be able to meet HIT's expectations for agile staffing model and provide excellent service levels to both HIT and its County Health division clients.

The agreements under the resolution will be utilized based on three criteria: 1) Surge Capacity, to increase staffing due to a declared emergency or other events that impacts the operations of County Health services for residents, patients, or clients; 2) Subject Matter Expertise (SME), in which an IT project requires SME that existing County staff do not possess; and 3) Legacy Support, requiring staff to provide support for a legacy system, allowing HIT to bring in contingency staffing rather than train County staff on a system approaching its end of life.

The agreement includes knowledge transfer from contingency staff to County staff, which will support the application after the surge or need of an SME.

County Attorney has reviewed and approved the agreements and resolution as to form.

It is anticipated that medium and large projects will be completed on time and on budget with a customer satisfaction rating of good or better, 80% of the time.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Projected	FY 2022-23 Projected
Percentage of time that medium and large projects are completed on time and on budget with a customer satisfaction rating of good or better	80%	85%

FISCAL IMPACT:

The term of these agreements is from July 1, 2022 through June 30, 2025. The amount of these agreements is not to exceed \$12,000,000, in aggregate for the three-year term. Funds in the amount of \$6,000,000 are included in the County Health FY 2022-23 Recommended Budget. This agreement will be funded by a variety of sources, depending on the project and the requesting Health division.