



Monterey County

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Board Report

Legistar File Number: A 18-318

June 26, 2018

Introduced: 6/15/2018

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director of Health or Assistant Director of Health to sign an Agreement with Complete Answer Sys, LLC., for clinic call answering services for the term retroactive from May 15, 2018 to June 30, 2020 and a contract amount not to exceed of \$38,000; and
- b. Approve the recommendation of the Director of Health to accept the non-standard risk provisions regarding automobile liability coverage, workers' compensation coverage and commercial general liability endorsements; and
- c. Authorize the Director of Health, or Assistant Director of Health to sign up to three (3) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount (\$3,800), and do not significantly change the scope of work.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of Health or Assistant Director of Health to sign an Agreement with Complete Answer Sys, LLC., for clinic call answering services for the term retroactive from May 15, 2018 to June 30, 2020 and a contract amount not to exceed of \$38,000; and
- b. Approve the recommendation of the Director of Health to accept the non-standard risk provisions regarding automobile liability coverage, workers' compensation coverage and commercial general liability endorsements; and
- c. Authorize the Director of Health, or Assistant Director of Health to sign up to three (3) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount (\$3,800), and do not significantly change the scope of work.

SUMMARY/DISCUSSION:

The Health Department Clinic Services Bureau (Clinic Services) operates nine community clinic sites designated as Federally Qualified Health Center Look-Alikes (FQHC-LA), which provide preventative, primary, and specialty medical care services.

Complete Answer Sys, LLC, is an out-of-state entity that legally assumed ownership and assumption of services from Clinic Services' previous vendor, Complete Answering Services; for the provision of bilingual, call answering services to clinics outside of normal business hours and/or when Clinic Services' Call Center is unable to answer. The County acknowledged the assumption and assignment by Complete Answer Sys, LLC and is preparing to enter into new agreement with Complete Answer Sys, LLC., on a current County Standard Agreement template to maintain existing, un-interrupted services for our clinics.

The Health Department is requesting an exemption to the Automobile insurance requirement for this Agreement due to the out-of-state location of vendor's employees, who will not enter County property to perform services, and also is requesting modification of the primary, non-contributory endorsement on the vendor's commercial general liability ("CGL") insurance coverage. Here, Netvoice, Inc., whose owner also owns Complete Answer Sys, LCC, has worker's compensation coverage for its own employees and for the employees of Complete Answer Sys, LLC. Netvoice Inc. also has a policy for CGL coverage, and has made both its LLC and the County additional insureds on such coverage. Netvoice, Inc.'s endorsement adds the LLC and the County as additional insureds and indicates the CGL coverage is primary, but does not provide the non-contributory endorsement. The County added Netvoice, Inc. as a contractor under this Agreement to ensure County was contracting with the named insured on the workers' compensation and CGL documentation provided.

Negotiation with Complete Answer Sys, LLC, surrounding the insurance provisions in this Agreement was delayed further than anticipated and Clinic Services seeks retroactive approval to May 15, 2018 to allow the call answering services to move forward as planned and uninterrupted.

This work supports the Monterey County Health Department 2011 - 2015 Strategic Plan initiative: 3) Ensure access to culturally and linguistically appropriate customer-friendly, quality health services. It also supports one or more of the ten essential public health services, specifically: 7) Link people to needed personal health services and assure the provision of health care when otherwise unavailable; and 8) Assure competent public and personal health care workforce.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved the Agreement as to form. Auditor-Controller and Contracts/Purchasing have reviewed and approved the Agreement. Risk Management has reviewed and requests Board approval of the non-standard insurance provisions. Clinic Services recommends moving forward with this Agreement to maintain uninterrupted call answering services for patients.

FINANCING:

Sufficient funds are available in the FY 2018--2019 Recommended Budgets for both Clinic Services Bureau, Health Department (4000-HEA007) and Public Health (4000-HEA003). There is no financial impact to the General Fund resulting from approval of this Agreement.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

?Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

?Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

?Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

?Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

?Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Sheena Morales, Management Analyst III, 796-1393

Approved by: Elsa Jimenez, Director of Health, 755-4526

Attachments:

Agreement is on File with Clerk of the Board