



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: 14-118, **Version:** 1

- a. Approve, ratify, and authorize the Director of the Department of Social Services (DSS), or his designee, to sign County Purchase MT-05-2013 with the California SAWS Consortium IV (C-IV) for \$1,650,155 to continue local C-IV Contact Center technology support for the period November 1, 2013 through May 31, 2017; and
- b. Authorize the Director of the Department of Social Services, or his designee, to sign up to three (3) amendments to this agreement, where the total amendments do not exceed 10% of the original contract amount, and do not significantly change the scope of work or extend the term of the agreement.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve, ratify, and authorize the Director of the Department of Social Services (DSS), or his designee, to sign County Purchase MT-05-2013 with the California SAWS Consortium IV (C-IV) for \$1,650,155 to continue local C-IV Contact Center technology support for the period November 1, 2013 through May 31, 2017; and
- b. Authorize the Director of the Department of Social Services, or his designee, to sign up to three (3) amendments to this agreement, where the total amendments do not exceed 10% of the original contract amount, and do not significantly change the scope of work or extend the term of the agreement.

SUMMARY:

Monterey County entered into an MOU in 2010 with the California SAWS Consortium IV (C-IV) for migration to the C-IV technology for Community Benefits. Section 3.9 of the MOU (separate services) allows counties to request services from the Consortium.

On December 11, 2012, the Board of Supervisors authorized an agreement with C-IV for implementation of hardware, software, maintenance and production support for deployment of the Community Benefits Contact Center that went live on August 9, 2013, and business process support through May 31, 2014.

Now that the Contact Center implementation phase is complete, the new agreement MT-05-2013 for November 1, 2013 through May 31, 2017 provides continued support of the technical infrastructure necessary to maintain the Contact Center operations annually, through May 31, 2017. This support will consist of ongoing/monthly production costs which support the Wide Area Network (WAN) Administration, 53 concurrent contact center workers, and remote workstation maintenance.

Establishment of the Contact Center has positioned Monterey County Social Services for implementation of health care reform and puts in place efficiencies necessary to maximize customer service capacity to the people

served by DSS Community Benefits. Contact Center technology provides many benefits for social services departments in California, including:

- Automatic Call Distribution (ACD) hardware and software that will allow Monterey County to receive warm hand-off calls for the Affordable Care Act (Health Care Reform)
- Relieve pressure from the Food and Nutrition Service (FNS) to upgrade and facilitate customer service by allowing responsive access for CalFresh applicants and recipients;
- Increased efficiencies to help address the ongoing need to provide excellent customer service while continuing to meet mandates, address increasing caseloads, and manage with flat or reduced state funding.

The delay in submission for approval was due to negative impacts from the federal health care reform legislation, requested modifications to standardize provisions, and delays due to unavailability of necessary parties.

OTHER AGENCY INVOLVEMENT:

The Auditor-Controller and Contracts/Purchasing have approved this Agreement. County Counsel has approved the Agreement as to form.

FINANCING:

This agreement is funded with a combination of federal, state and realignment funds. Sufficient appropriations and revenues for SOC005 are included in the FY 2013-14 Adopted Budget. Approval of this action has no impact to the County General Fund.

Prepared by: Becky Cromer, Finance Manager, x4404 II

Approved by: Elliott Robinson, Director, x 4434

Attachments:

County Purchase MT-05-2013

Originals on file with Clerk of the Board