



County of Monterey

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

Board Report

File #: 13-0416, **Version:** 1

- a. Approve and ratify the agreement award for RFP #10409 to KBM Workspace for \$227,567 to furnish and install workspace equipment for the Department of Social Services new Contact Center located at 713 La Guardia, Salinas, CA for the period April 15, 2013 to June 30, 2013; and
- b. Approve and ratify the execution of the agreement with KBM Workspace for \$227,567 by the Contracts/Purchasing Officer on April 12, 2013.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and ratify the agreement award for RFP #10409 to KBM Workspace for \$227,567 to furnish and install workspace equipment for the Department of Social Services new Contact Center located at 713 La Guardia, Salinas, CA for the period April 15, 2013 to June 30, 2013; and
- b. Approve and ratify the execution of the agreement with KBM Workspace for \$227,567 by the Contracts/Purchasing Officer on April 12, 2013.

SUMMARY/DISCUSSION:

Last January the Board approved the Contact Center, the additional staffing, and additional site preparation costs such as ergonomic workstations through increased appropriations. The development of the Contact Center positions DSS for implementation of health care reform and puts in place efficiencies necessary to provide top quality customer service for the people served by DSS Community Benefits. This agreement provides for furnishing and installation of ergonomic workstations for Department of Social Services' Contact Center located at 713 La Guardia, Salinas.

RFP #10409 was issued on February 7, 2013 and proposals were due and received on March 22, 2013. The issuance of the RFP, as well as the evaluation and selection process, was performed in an expedited manner in order to meet the funding timelines of the grant. The Contact Center furniture and equipment must be installed by June 28, 2013 in order to meet C-IV deadlines for implementation of the Contact Center technology. A fully executed agreement was required to enable DSS to order and install the furniture to meet those deadlines. This timeline could not accommodate the Board Agenda scheduling process, and is being brought before your Board to seek authorization to ratify the action taken by the County Contracts/Purchasing Officer, in the execution of the agreement.

OTHER AGENCY INVOLVEMENT:

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

FINANCING:

Sufficient appropriations and revenues are included in the SOC005 of the FY 2012-13 Adopted Budget. The equipment is funded with Medi-Cal and CalFresh funds. There is no impact to the County General Contribution.

Prepared by: Wendy Russell, Finance Director, 4431

Approved by: Elliott Robinson, Director, 4434

Attachments:

KBM Workspace Agreement

Original on file with Clerk to the Board