



County of Monterey

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

Legislation Details (With Board Report)

File #: A 16-107 **Name:** Complete Answering Service
Type: BoS Agreement **Status:** Passed
File created: 4/22/2016 **In control:** Board of Supervisors
On agenda: 5/10/2016 **Final action:** 5/10/2016
Title: Approve and authorize the Director of Health or Assistant Director of Health to sign Amendment No. 3 to the Professional Services Agreement with Complete Answering Service for telephone answering services to extend the term an additional two (2) years from June 30, 2016 to June 30, 2018, and to increase the amount by \$39,465.00, for a revised total contract amount not to exceed \$131,985.00.
Sponsors: Ray Bullick

Indexes:

Code sections:

Attachments: 1. Board Report, 2. CAS (A-3)-3-29-16.pdf, 3. CAS (A-2).pdf, 4. CAS (A-1).pdf, 5. CompleteAnsweringService Agr (2010-12).pdf, 6. Completed Board Orders

Date	Ver.	Action By	Action	Result
5/10/2016	1	Board of Supervisors	approved	

Approve and authorize the Director of Health or Assistant Director of Health to sign Amendment No. 3 to the Professional Services Agreement with Complete Answering Service for telephone answering services to extend the term an additional two (2) years from June 30, 2016 to June 30, 2018, and to increase the amount by \$39,465.00, for a revised total contract amount not to exceed \$131,985.00.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Health or Assistant Director of Health to sign Amendment No. 3 to the Professional Services Agreement with Complete Answering Service for telephone answering services to extend the term an additional two (2) years from June 30, 2016 to June 30, 2018, and to increase the amount by \$39,465.00, for a revised total contract amount not to exceed \$131,985.00.

SUMMARY/DISCUSSION:

The Monterey County Health Department, Clinic Services Bureau, entered into a Professional Services Agreement with Complete Answering Service effective July 1, 2010 for the purpose of providing telephone answering services. Since 2010, the Agreement has been revised through Amendments No. 1 and No. 2 to extend the term to June 30, 2016 and increase the amount by \$61,680. Amendment No. 3 will extend the term of the Agreement an additional two (2) years to June 30, 2018 and increase the amount by \$39,465.00, for a new total amount not to exceed \$131,985.00. Approval of the recommended action will provide the County's primary care clinics with continued call answering services for calls received outside of normal hours of operation and/or during clinic meetings when clinic staff is unable to answer.

This work supports the Monterey County Health Department 2011 - 2015 Strategic Plan initiative to (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.

OTHER AGENCY INVOLVEMENT:

County Counsel, the Auditor-Controller and Contracts/Purchasing have reviewed and approved Amendment No. 3.

FINANCING:

Sufficient funds are available in the Clinic Services Bureau, Health Department FY2016-2017 Requested Budget (4000-HEA007). The Clinic Services Bureau operates at a zero net county cost and there is no financial impact to the General Fund resulting from approval of this Agreement.

Prepared by: Sheena Morales, Management Analyst III, 1393

Approved by: Elsa Jimenez, Interim Director of Health, 4526

Attachments:

Amendment No. 3 is on file with the Clerk of the Board

Amendment No. 2 is on file with the Clerk of the Board

Amendment No. 1 is on file with the Clerk of the Board

Agreement is on file with the Clerk of the Board