



County of Monterey

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

Board Report

File #: 17-0806, **Version:** 1

- a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-04-2017 with the California SAWS Consortium IV retroactive to June 1, 2017 in an amount not to exceed \$406,050 to continue local C-IV Contact Center technology support for the period of June 1, 2017 through October 31, 2019; and
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to this County Purchase, where the total amendments do not exceed 10% (\$40,605) of the original amount, and do not significantly change the terms of the County Purchase.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-04-2017 with the California SAWS Consortium IV retroactive to June 1, 2017 in an amount not to exceed \$406,050 to continue local C-IV Contact Center technology support for the period of June 1, 2017 through October 31, 2019; and
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to this County Purchase, where the total amendments do not exceed 10% (\$40,605) of the original amount, and do not significantly change the terms of the County Purchase.

SUMMARY/DISCUSSION:

Monterey County Department of Social Services (DSS) entered into a Memorandum of Understanding (MOU) in 2010 with the California SAWS Consortium IV(C-IV) for migration to the C-IV technology for the DSS Community Benefits Division. This MOU allows counties to request services from the Consortium.

On December 11, 2012, this Board 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 County Purchase MT-04-2017 is being brought forward for your consideration to provide continued support of the technical infrastructure necessary to maintain the Contact Center operations through October 31, 2019. 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 DSS for continued support of the Affordable Care Act (ACA) 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 including: Automatic Call Distribution (ACD) hardware and software that allows DSS to receive warm hand-off calls, relieving pressure from the Food and Nutrition Service (FNS) to upgrade and facilitate customer service by allowing responsive access for CalFresh applicants and recipients, and addressing the ongoing need to provide excellent customer service while continuing to meet mandates, addressing caseload needs, and managing flat or reduced state funding.

This Purchase was delayed in being brought for Board consideration prior to the start date due to delays in receiving the amended and restated Joint Exercise of Powers Agreement and revised Memorandum of Understanding which were brought for this Board review and approval on the July 18th, 2017 Consent Agenda.

OTHER AGENCY INVOLVEMENT:

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

FINANCING:

This agreement is funded with federal and state funds. Sufficient appropriations and revenues for SOC005 are included in the FY 2017-18 Adopted Budget. Approval of this action has no impact to the County General Fund.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This County Purchase correlates to the Health & Human Services and Administration Strategic Initiatives adopted by the Board of Supervisors by allowing the Department to more efficiently serve welfare recipients and to collaborate with other C-IV counties to streamline call transfers to ensure customers are connected to the right county.

Check the related Board of Supervisors Strategic Initiatives:

- ☐ Economic Development
- ☒ Administration
- ☒ Health & Human Services
- ☐ Infrastructure
- ☐ Public Safety

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Approved by: Elliott Robinson, Director, x4430

Attachments:

County Purchase MT-04-2017, C-IV MOU (related document), County Purchase MT-01-2012 (related document), County Purchase MT-05-2013 (related document).

Originals on file with Clerk of the Board