



Board Report

File #: A 19-276, Version: 1

- a. Approve Amendment No. 1 to Agreement No. A-13724 with i-Sight to continue to provide Case Management Software services, and extend the expiration date for three (3) additional years, for a revised term from August 31, 2017, to August 31, 2023, and increase the not to exceed amount by \$25,000, for a revised total amount not to exceed \$47,500; and
- b. Authorize the Civil Rights Officer to execute Amendment No. 1 to Agreement No. A-13724 and future amendments to the Agreement where the amendments do not significantly alter the scope of work or change the approved Agreement amount. (REVISED VIA SUPPLEMENTAL)

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve Amendment No. 1 to Agreement No. A-13724 with i-Sight to continue to provide Case Management Software services, and extend the expiration date for three (3) additional years, for a revised term from August 31, 2017, to August 31, 2023, and increase the not to exceed amount by \$25,000, for a revised total amount not to exceed \$47,500; and
- b. Authorize the Civil Rights Officer to execute Amendment No. 1 to Agreement No. A-13724 and future amendments to the Agreement where the amendments do not significantly alter the scope of work or change the approved Agreement amount.

SUMMARY/DISCUSSION:

On September 12, 2017, the Board of Supervisors (BOS) approved and authorized the Equal Opportunity Officer, now the Civil Rights Officer, to execute Agreement No. A-13724 with i-Sight to provide Case Management Software services in the amount of \$22,500, for the period of August 31, 2017 to August 31, 2020.

The Civil Rights Office (CRO) requests the approval of Amendment No. 1 to the Agreement to extend the expiration date for an additional three (3) year period from August 31, 2020, to August 31, 2023, and increase the amount by \$25,000 for a total amount not to exceed \$47,500, to continue to provide Case Management Software services. The increase under Amendment No. 1 will allow for funding and continued services required during the remainder term of the Agreement, and additionally pay for an outstanding invoice in the amount of \$5,000 for services provided through October 1, 2019, payable during Fiscal Year 2018-19. The existing Agreement term expires on August 31, 2020, but there are insufficient funds to cover the outstanding invoice.

The CRO continues to use i-Sight Case Management Software as an organizational tool that allows the CRO to track complaints, manage investigations in a more efficient manner, and to collect and analyze investigative data to manage risk and identify opportunities for improvement. i-Sight Case Management Software allows the CRO to more efficiently manage its caseload by monitoring case progress, enforcing a consistent investigative process, providing early notice for cases that are off track, closing cases faster by creating investigation reports, understand the root cause of misconduct, reduce risk and forecast trends, and save time and money. In addition, i-Sight allows the CRO to obtain statistical information for Managing for Performance, if needed in the future.

Although i-Sight agreed to use the County's standard Agreement, the underlying Agreement required BOS approval due to non-standard provisions, as is common for software providers. i-Sight requested modifications to the warranties and indemnification clauses, and the underlying approved Agreement contains non-standard insurance provisions as i-Sight is not performing any physical work in the State of California.

OTHER AGENCY INVOLVEMENT:

The Office of the County Counsel-Risk Management and Auditor-Controller's Office have reviewed and approved Amendment No. 1 as to form and legality, and fiscal provisions, respectively.

FINANCING:

The total increase for Amendment No. 1 is \$ 25,000, of which \$5,000 is included in the Fiscal Year (FY) 2018-19 Adopted Budget and \$5,000 is included in FY 2019-20. Funding for future FYs of the Agreement will be included in those budgets, as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

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

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Approved by: Juan P. Rodriguez, Equal Opportunity Officer, (831) 759-6614

Attachments:

Attachment A - Amendment No. 1 to Agreement

Attachment B - Agreement No. A-13724

(Attachments on file with the Clerk of the Board)