



# County of Monterey

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

## Board Report

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**File #:** A 20-493, **Version:** 1

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- a. Approve and authorize the Director of the Department of Social Services to sign an agreement with Questys Solutions for services to support the transition of Aging and Adult Services digital case documents into the Department's case application system in the amount of \$24,350 for the period December 8, 2020 through November 30, 2021 with nonstandard indemnification and liability provisions and modifications to the County's standard agreement terms and conditions, and;
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to this agreement where the total amendments do not exceed 10% (\$2,435) of the original contract amount, and do not significantly change the scope of work.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services to sign an agreement with Questys Solutions for services to support the transition of Aging and Adult Services digital case documents into the Department's case application system in the amount of \$24,350 for the period December 8, 2020 through November 30, 2021 with nonstandard indemnification and liability provisions and modifications to the County's standard agreement terms and conditions, and;
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to this agreement where the total amendments do not exceed 10% (\$2,435) of the original contract amount, and do not significantly change the scope of work.

### SUMMARY/DISCUSSION:

The services provided through this agreement will assist the Department to transition the Aging and Adult Services (AAS) digital case documents currently stored in the Countywide Enterprise Content Management System, Questys CMx, to the Department's case application system Traverse. This transition will provide DSS Social Workers the ability to access case information quicker, easier and more efficiently. It will also give them the ability to review case files and program benefit forms from remote locations and assist clients with filling out forms during home visits.

While the indemnification and liability provisions are not standard to the County, they are standard in the software industry. There have also been modifications to the County's Standard Agreement. It is recommended that the Board of Supervisors accept the nonstandard indemnification and liability provisions and the modified terms and conditions of the County's standard agreement due to limited alternative resources for this service and the critical nature of the work to be supported.

### OTHER AGENCY INVOLVEMENT:

The Auditor/Controller and Purchasing have reviewed and approved the proposed Agreement. County Counsel has approved the contract as to form.

### FINANCING:

This Agreement will be funded by Federal, State, and Realignment revenues. Sufficient appropriations and estimated revenues for SOC005 are included in the FY 2020-21 Adopted Budget.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

This agreement correlates to the Administration and Health and Human Services Strategic Initiatives adopted by the Board of Supervisors. This agreement will transition AAS case documents into a system that allows easier and more efficient access to client data and give the social workers the ability to provide services from remote locations to meet client needs.

Mark a check to the related Board of Supervisors Strategic Initiatives

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

Prepared by: Juan Plascencia, Department Information Systems Manager x7036

Approved by: Lori A. Medina, Director x4430

Attachment: Agreement

Proposed agreement is on file with the Clerk of the Board as an attachment to this Board Report