



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Social Services
Department No.: 044
For Agenda Of: 04/20/2021
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Daniel Nielson, Social Services Director
Director(s) (805) 346-7101
Contact Info: Sean Boal, Information Technology Manager
(805) 346-7248

SUBJECT: Agreement with NEC Corporation of America for Verint Workforce Management System Upgrade

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute an Agreement for Services of Independent Contractor with NEC Corporation of America for Verint Workforce Management System Upgrade for a total contract amount not to exceed \$7,580.32 for the period of May 1, 2021 through July 31, 2021; and
- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

Summary Text:

This item is on the agenda in order to approve the Agreement with NEC Corporation of America (NEC) for the provision of the Verint Workforce Management System (WFM) Upgrade for the Department of Social Services (DSS) for a total amount not to exceed \$7,580.32 for the period of May 1, 2021 through July 31, 2021. As approved by your Board, additional telephone technology such as Verint WFM was implemented at the Benefit Service Center (BSC). Verint WFM allows for improved call handling of

the incoming calls to the BSC by reducing wait times for DSS clients. For example, the system allows staff to forecast incoming calls based on historical data, schedule the necessary staff to handle the expected call volume and assist with the monitoring of staff adherence to their schedules. This technology has been crucial to identify and prepare for peak call hours. The upgrade will allow for connectivity to the historical data and Eligibility Worker (EW) activity stored in the Global Navigator (GNAV) server, which records data pertaining to EW and Queue activity. This item is on the agenda, as this contract in combination with other contracts in aggregate will exceed the \$200,000 threshold with NEC for our County.

Background:

It is critical that DSS systems work efficiently and effectively in order to continue to provide vital services to the community that maintain the health, improve the economic security and protect the safety of our clients. DSS implemented the BSC on September 22, 2008 to respond to the needs of the community, adapt to changing Medi-Cal and CalFresh program regulations and leverage technology. The BSC provides a telephone connection with an EW during regular business hours while reducing client visits to district offices. Verint WFM facilitates the efficient operation of the BSC by improving call forecasting, scheduling and the monitoring of schedule adherence.

The Agreement with NEC that is before your Board will enable the County to continue its efforts to increase efficiencies through technology, and better serve the public. In order to continue providing our Santa Barbara County residents a high quality of customer service, DSS will need to upgrade the Verint WFM System to the most current version. NEC will provide the software upgrade and remote support necessary for the installation and configuration for this upgrade.

Performance Measure:

The performance measures are prescribed in the attached Exhibit A to the Agreement-Statement of Work.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current Fiscal Year (FY) Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund	\$ 596		
State	\$ 2,496		
Federal	\$ 3,840		
2011 Realignment	\$ 648		
Total	\$ 7,580	\$ -	\$ -

Narrative:

Approval and execution of this contract will result in total contract expenditures of no more than \$7,580.32. Appropriations and associated funding of \$7,580.32 for FY 2020-2021 are included in the

DSS, Social Services fund. This contract will be primarily funded by 50.7% federal, 32.9% state, 8.5% 2011 Realignment, and 7.9% General Fund.

Key Contract Risks:

The risk assessment worksheet has been completed. DSS has determined NEC is a medium risk vendor. NEC has an ongoing relationship with the County, and DSS is confident of NEC's abilities to provide the services.

Staffing Impacts:

Legal Positions:

0

FTEs:

0

Special Instructions:

Please scan, email to n.zarate@sbcsocialserv.org and send one (1) duplicate original Agreement, and a copy of the minute order to:

DSS Contracts Unit

C/O Nereida Zarate,

Contracts Coordinator

2125 S. Centerpointe Parkway, 3rd Floor

Santa Maria, CA 93455

Attachments:

1. Agreement with NEC for Verint Workforce Management System Upgrade

Authored by:

Sean Boal, Information Technology Manager

Nereida Zarate, Contracts Coordinator