



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: March 19, 2019
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: Laura Mejia, Administrative Operations Manager
(805) 346-7312

SUBJECT: Agreement with eVerge Group, LLC for Ongoing Support Services for Human Resources Management System

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the Agreement for Services with eVerge Group, LLC in the amount not to exceed \$99,950.00 for ongoing support services for the Human Capital Management System for the period of April 1, 2019 through April 1, 2020;
- b) Authorize the Director of Social Services or designee to re-allocate unused budgeted line item funds not in excess of the total contract amount; and
- c) Determine that the approval and execution of the Agreement is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3), finding that the approval and execution of the Agreement is covered by the general rule that CEQA applies only to projects which have the potential for causing a significant effect on the environment, and where it can be seen with certainty that there is no possibility that the activity may have a significant effect on the environment, the activities are not subject to CEQA.

Summary Text:

This item is on the agenda to authorize the Chair to execute the Agreement with eVerge Group, LLC (eVerge) to provide ongoing support services for the Human Capital Management (HCM) System for a total contract amount not to exceed \$99,950 for the period from April 1, 2019 through April 1, 2020. This Agreement is for post-implementation services related to the HCM System, including planning, transfer of knowledge, consulting, interface troubleshooting and system configurations.

Background:

DSS is the largest department of the County with staffing of 741 Full Time Equivalent's in Fiscal Year (FY) 2017-2018 and a total salary and benefit cost of \$77.9 million. It is critical that DSS has a personnel tracking system to efficiently and effectively track all positions and employees in real time. DSS is also mandated by the California Department of Social Services to track certain data elements such as language and training requirements.

On August 22, 2017, the Board approved the implementation of a new HCM System which replaced the DSS legacy Personnel Employee Reporting System with an Oracle cloud based system. This new system allows DSS to:

- Simplifying processes:
 - Eliminating unnecessary paperwork, reviews, approvals, and duplication efforts;
 - Implementing electronic routing and approval;
 - Reducing administrative overhead through the simplification of processes; and
 - Empowering end users.
- Providing more effective management information:
 - Implementing a real-time processing environment;
 - Providing direct and easy access to reports in a variety of formats;
 - Providing employees, supervisors, and managers with a variety of self-service capabilities (e.g. the ability to change their own addresses and other personal information);
 - Allowing staff to focus on analysis rather than transactional issues; and
 - Making better decisions due to more robust access of information.

Performance Measure:

eVerge shall respond to support requests between the hours of 8 am PST and 5 pm PST in the following time frames:

- Standard Priority - within forty-eight (48) hours of ticket being logged.
- High Priority - within twenty-four (24) hours of ticket being logged.
- Emergency - within two (2) hours of ticket being logged (direct contact information and backup contact details to be provided).

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>FY 2019/2020</u> <u>Cost:</u>	<u>Total</u> <u>Cost</u>
General Fund	\$ 1,724.00	\$ 5,172.00	\$ 6,896.00
State	\$ 8,921.00	\$ 26,762.00	\$ 35,683.00
Federal	\$ 14,343.00	\$ 43,028.00	\$ 57,371.00
Fees			
Other:			
Total	\$ 24,988.00	\$ 74,962.00	\$ 99,950.00

Narrative:

Appropriations for FY 2018/2019 have been included in the DSS’ FY 2018/2019 Adopted Budget. Appropriations for FY 2019/2020 have been included in the DSS’ FY 2019/2020 Requested Budget.

Key Contract Risks:

The risk assessment worksheet has been completed. DSS has determined that eVerge is a medium risk vendor.

Section 37 of the eVerge contract contains a limitation of liability provision. This provision caps the amount of damages the County could claim up to the amount of fees paid to eVerge. The limitation of liability provision also limits the County’s remedies to direct damages. This limitation, however, does not apply to claims that pertain to eVerge’s indemnification obligations; confidentiality obligations; misconduct, fraud or gross negligence; claims covered by insurance; property damage or personal injury; or failure to comply with laws.

Even though Section 37 caps the amount of damage the County could claim against the vendor, DSS along with County Risk, believes these negotiated terms provide for the least exposure to the County given the benefits of moving forward with this contract. Additionally, County Risk is in agreement that these terms are not unusual and are used in all or most of contracts in this industry.

Staffing Impacts:

Legal Positions:
0

FTEs:
0

Special Instructions:

Please scan, email and send one (1) duplicate original Agreement, and a copy of the minute order to:
 DSS Contracts Unit
 C/O Emma Duncan
 2125 S. Centerpointe Parkway, 3rd Floor
 Santa Maria, CA 93455
e.duncan@sbcsocialserv.org

Attachments:

Attachment 1 – Agreement – eVerge – Ongoing Support Services for HCM System

Authored by:

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Emma Duncan, Contracts Coordinator