



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: Behavioral Wellness
Department No.: 043
For Agenda Of: January 10, 2023
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Antonette Navarro, LMFT, Director
Director(s) Behavioral Wellness, (805) 681-5220
Contact Info: Marshall Ramsey, Chief Information Officer
Behavioral Wellness, (805) 681-5220
SUBJECT: Behavioral Wellness – Alcor Solutions, Inc. Managed Services Agreement FY
2022-2023

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, ratify, and authorize the Chair to execute an Agreement for Services of Independent Contractor with **Alcor Solutions, Inc.** for the provision of ServiceNow platform implementation, support, and maintenance for Fiscal Year (FY) 2022-2023, for a total Maximum Contract Amount not to exceed **\$150,000**, for the period of July 1, 2022 through June 30, 2023 (Managed Services Agreement);
- B. Delegate to the Director of the Department of Behavioral Wellness or designee the authority to suspend, delay, or interrupt the services under the Agreement for convenience per Section 20 of the Agreement and make immaterial changes to the Agreement per Section 26 of the Agreement, all without altering the Maximum Contract Amount and without requiring the Board's approval of an amendment of the Agreement, subject to the Board's ability to rescind this delegated authority at any time; and
- C. Determine that the above actions are government funding mechanisms or other government fiscal activities, which do not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and are therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

Summary Text:

The above-referenced item is on the agenda to request approval and authorization to execute an Agreement with Alcor Solutions, Inc. (Alcor) for the provision of ServiceNow platform implementation, support, and maintenance, for a total Maximum Contract Amount not to exceed \$150,000 for the period of July 1, 2022 through June 30, 2023 (Managed Services Agreement).

Additionally, the Santa Barbara County Department of Behavioral Wellness (BWell) requests delegation of authority to the Director of BWell or designee to suspend, delay, or interrupt the services under the Agreement for convenience per Section 20 of the Agreement and make immaterial changes to the Agreement per Section 26 of the Agreement, all without altering the Maximum Contract Amount and without requiring the Board's approval of an amendment of the Agreement, subject to the Board's ability to rescind this delegated authority at any time. Approval of the recommended actions will allow BWell to continue receiving ServiceNow platform implementation, support, and maintenance services.

Background:

ServiceNow is a digital workflow platform that improves employee and customer workflows. ServiceNow, Inc. is a cloud-based company that provides software as a service (SaaS) for technical management support. The company specializes in IT services management (ITSM), IT operations management (ITOM) and IT business management (ITBM), allowing users to manage projects, teams, and customer interactions via a variety of apps and plugins.

BWell's utilization of the ServiceNow platform includes, but is not limited to:

- A portal to track requests, streamline communication, and share information;
- Access to knowledge articles with training materials and videos;
- Connect to BWell IT staff, Contracts staff, and Quality Care Management staff;
- Manage staff access to BWell supported software; and
- Communicate and track the status of requests.

Alcor is a team of experienced consultants who advise leading businesses on cloud platforms, architecture, enterprise service management and integrating Information Technology (IT) service delivery, with expertise in the ServiceNow platform. BWell has contracted with Alcor since FY 2016-2017, when Alcor implemented BWell's initial ServiceNow instance. Since then, Alcor has continued to provide IT consulting services to BWell and implemented multiple ServiceNow modules, including ITSM, the Contract Management Module, Community-Based Organizations (CBO) Portal, AccessFlow, Knowledge Base, and ServiceNow upgrades.

After ServiceNow, Inc. ceased to provide direct access to its platform in December 2021, BWell selected Alcor as an authorized reseller of ServiceNow software as a service. As a result, the combined cost of consulting services (through the Managed Services Agreement) and ServiceNow software as a service (through a separate Software as a Service Agreement) has exceeded the Purchase Order threshold, necessitating Board Contracts.

Approval of the recommended actions will allow Alcor to continue providing BWell with ongoing ServiceNow platform support and maintenance, including continued development and implementation of a Human Resources (HR) Module.

Performance Measures:

Alcor’s performance will be measured through the following metrics:

- Upgrades: Successful completion of up to one (1) major ServiceNow environment upgrade.
- Reporting: Alcor will report on hours consumption monthly. These hours will be reported to BWell stakeholders by the Alcor Engagement Manager to ensure future work and enhancements are triaged and scheduled in a manner which matches BWell’s desired budget and timelines.
- HR Module Enhancements: Alcor will complete and resolve a target of 2 Medium or 6 Small enhancement requests monthly as part of development of the HR Module.
- Quarterly Business Review: Alcor and BWell may elect to conduct a formal Quarterly Business Review to assess the quality and quantity of service delivery, mutually exchange feedback, discuss key milestones or project goals, and determine whether adjustments are needed to the scope of work or hours allocation.

Performance Outcomes:

Alcor has implemented multiple ServiceNow modules for BWell, including ITSM, the Contract Management Module, CBO Portal, AccessFlow, Knowledge Base, and ServiceNow upgrades. Over the past fifteen (15) months, Alcor has implemented and resolved approximately one hundred fifty (150) enhancements and defects, and successfully executed two (2) ServiceNow platform upgrades.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>FY 22-23 Cost</u>	<u>Total</u>
General Fund		
State	\$ 75,000	\$ 75,000
Federal	\$ 75,000	\$ 75,000
Fees		
Other:		
Total	\$ 150,000	\$ 150,000

Narrative: The above-referenced contract is funded by State and Federal funds. The funding sources are included in the FY 22-23 Adopted Budget.

Key Contract Risks:

Due to the nature of the consulting services provided, Alcor may have access to BWell employees’ and clients’ Personally Identifiable Information (PII) when this information is shared in everyday business processes via ServiceNow (e.g., within the CBO Portal and upcoming HR Module). As a result, Alcor is considered a Business Associate per the Health Insurance Portability and Accountability Act (HIPAA) regulations and is contractually obligated to adhere to the County Business Associate Agreement (BAA), which is attached and made part of the Agreement for Services of Independent Contractor. A breach by Alcor of any provision of the BAA constitutes a material breach of the Agreement and is grounds for immediate termination of the Agreement.

Special Instructions:

Please email one (1) complete executed contract and one (1) minute order to bethle@sbcbswell.org and bwelcontractsstaff@sbcbswell.org.

Attachments:

Attachment A: Alcor Solutions Managed Services Agreement FY 22-23

Authored by:

B. Le