



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:** April 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: Laura Mejia, Administrative Services Operations Division Chief  
(805) 346-7312  
**SUBJECT:** **Second Amendment to the Agreement with NEC Corporation of America for Annual Maintenance of the Interactive Voice Response System for Fusion (TFB)**

---

**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, ratify and authorize the Chair to execute a Second Amendment to the Agreement for Services of Independent Contractor with NEC Corporation of America for Annual Maintenance of the Interactive Voice Response System for Fusion (TFB) for the addition of \$6,000 for the current Fiscal Year 2020/21 and each of the two remaining fiscal years for a total contract amount not to exceed \$83,033.07 for the period of July 1, 2020 through June 30, 2021, not to exceed \$85,344.46 for the period of July 1, 2021 through June 30, 2022 and not to exceed \$87,724.73 for the period of July 1, 2022 through June 30, 2023;
- b) Authorize the Director of Social Services to review and approve annual contract extensions for the remaining optional years, Year 4 (July 1, 2021 through June 30, 2022) and Year 5 (July 1, 2022 through June 30, 2023), not to exceed the amounts outlined in the updated Exhibit B, Payment Arrangements, A.1 pricing table; and
- c) 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 Second Amendment to the Agreement with NEC Corporation of America (NEC) for the annual maintenance of the Fusion server of the Interactive Voice Response (IVR) system and to now include a contingency amount of \$6,000 to increase funds for current Fiscal Year (FY) 2020/21 and each of the two remaining fiscal years. The additional funds are requested for professional services beyond the annual maintenance agreement. As approved by your Board, Department of Social Services (DSS) implemented additional telephone technology for Workforce Optimization and Verbal Attestation (WOVA) at the Benefit Service Center (BSC). As this technology becomes outdated, updates to the system are necessary. The increase in funds allow for unexpected costs related to required updates and/or uncovered services to maintain the system at its optimum operation.

**Background:**

DSS implemented the BSC on September 22, 2008 to respond effectively 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 eligibility worker during regular business hours. In February 2016, your Board approved the Agreement with NEC for the implementation of the IVR System. The Fusion IVR was the first phase to improve the efficiency of customer service operations and to provide higher quality of customer service to DSS’ clients.

In March 2018, your Board approved the Agreement with NEC for the second phase of improvements to the Fusion IVR. The existing annual maintenance agreement for the Fusion server of the IVR system is being amended to add contingency funds to cover unexpected costs related to required updates or uncovered services. For example, DSS needs to move the Fusion server to a different building site in order to improve functionality. Moving the server will prevent up to 90% of the current outages being experienced. Adding contingency funds to the agreement will allow DSS to pay for this and future necessary services to keep the system functioning efficiently.

Exhibit B, Payment Arrangements, A.1 pricing table has been updated as follows:

Year	Coverage Dates	Amount Fusion Phase 1	Year	Amount Fusion Phase 2	Contingency	Revised total
Y1	7/1/2018-6/30/2019	\$50,010.00		0.	0.	\$50,010.00
Y2	7/1/2019-6/30/2020	\$51,510.30		0.	0.	\$51,510.30
Y3	7/1/2020-6/30/2021	\$53,055.61	Y2	\$23,977.46	\$6,000.00	\$83,033.07
Y4	7/1/2021-6/30/2022	\$54,647.28	Y3	\$24,697.18	\$,6000.00	\$85,344.46
Y5	7/1/2022-6/30/2023	\$56,286.70	Y4	\$25,438.03	\$6,000.00	\$87,724.73

**Performance Measure:**

Principle Period of Maintenance is Monday through Friday, excluding holidays observed by NEC, from 8 AM to 5 PM County local time zone. Service Level Agreement is next business day following the request for routine maintenance service. However, NEC will exercise all commercially reasonable

efforts to respond to incidents of Major System Failure within four hours, as requested. NEC is currently satisfactorily meeting this Performance Measure.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<u>Funding Sources</u>	<u>Additional Current FY Cost:</u>	<u>Total Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund	\$ 348	\$ 4,816	\$ 4,950.00	
State	\$ 2,682	\$ 37,116	\$ 38,149.00	
Federal	\$ 2,970	\$ 41,101	\$ 42,246.00	
Fees				
Other:				
Total	\$ 6,000	\$ 83,033	\$ 85,345.00	\$ -

Narrative:

Approval and execution of this Second Amendment will result in total direct contract expenditures of no more than an additional \$6,000 in FY 2020/21. Appropriations and associated funding for FY 2020/21 are included in the DSS adopted budget. This Amendment will be funded with federal (49.5%), state (44.7%), and County (5.8%) funds. This Amendment contains a non-appropriation clause in the event funds are not appropriated. The Annualized on-going cost of \$85,344.46 is based on the 4<sup>th</sup> year, FY 2021/22 contract amount.

**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 and send one (1) duplicate original Amendment and a copy of the minute order to:  
DSS Contracts Unit  
C/O Nereida Zarate, Contracts Coordinator  
2125 S. Centerpointe Parkway, 3<sup>rd</sup> Floor  
Santa Maria, CA 93455

**Attachments:**

1. Second Amendment to Agreement with NEC for Annual Maintenance of IVR System for Fusion (TFB)

**Authored by:**

Laura Mejia, Administrative Services Operations Division Chief  
Nereida Zarate, Contracts Coordinator