



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: January 28, 2020
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) 346-7609
SUBJECT: Agreements with NEC Corporation of America for Annual Maintenance of the Interactive Voice Response System for Fusion (TFB) and Encore DVSAalytics

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 a First 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 a total contract amount not to exceed \$77,033.07 for the period of July 1, 2020 through June 30, 2021;
- b) Approve and authorize the Chair to execute the Agreement for Services of Independent Contractor with NEC Corporation of America for Encore DVSAalytics Annual Maintenance for a total contract amount not to exceed \$29,342.50 for the period of March 29, 2020 through June 30, 2021;
- c) Authorize the Director of Social Services to exercise up to three one-year extensions for the Encore DVSAalytics Annual Maintenance Agreement through June 30, 2024, subject to payment increases not to exceed three percent annually and annual appropriations; and
- d) Determine that the approval and execution of the First Amendment to the Agreement is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3), finding that the 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:

These items are on the agenda in order to approve both the First Amendment to the Agreement with NEC Corporation of America (NEC) for the annual maintenance of the Fusion servers of the Interactive Voice Response (IVR) system and to approve a second Agreement with NEC for maintenance of the Encore DVSAalytics servers of the IVR system. 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). This additional telephone technology assists clients in capturing a secure telephonic signature during the eligibility call, allows for supervisors to review calls and computer entries for quality assurance purposes, allows for automated client satisfaction surveys, and allows the DSS to automatically communicate with clients using a mass notification feature. The additional telephone technology increased maintenance costs on the existing servers and now requires a maintenance agreement for the new servers.

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 while reducing client visits to district offices.

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. The modernization of our technological systems at the BSC also allowed DSS to impart greater customer service by providing clients the option to request a call back during business hours and allow clients to hear their estimated wait times, significantly reducing customer complaints. It has also provided greater operational controls to allocate staff appropriately and work efficiently to meet processing deadlines.

In March 2018 your Board approved the Agreement with NEC for the second phase of improvements to the Fusion IVR, WOVA to now include Encore DVSAalytics functionality which DSS implemented between October 2018 and March of 2019, which provides the following solutions: Telephonic signature; Call recording; Screen capture; Screen monitoring; Outbound calling; Customer satisfaction survey option. The Medi-Cal program has allowed a telephone eligibility process that consists of a professional eligibility worker attesting that the client has provided their verbal agreement. The 2008 Farm Bill allows for the acceptance of applications "signed" over the phone using a "telephonic signature" for CalFresh and CalWORKs applications as well.

The existing annual maintenance agreement for the Fusion servers of the IVR system has increased in cost due to the additional functionality beginning Fiscal Year 2020/2021. The amendment to the Agreement memorializes the guaranteed pricing from NEC for the maintenance of the Fusion servers of the WOVA System.

The annual maintenance agreement for the Encore DVSAalytics servers of the IVR system shall begin March 29, 2020 upon the end of the first year warranty period for the period of March 29, 2020 through June 30, 2021 (1 year and 3 months) for a total of \$29,342.50. DSS shall have an additional three one-

year options to renew. The second Annual Maintenance Agreement memorializes the guaranteed pricing from NEC for the maintenance of the Encore DVSAanalytics servers of the WOVA System.

The terms of the Agreement shall remain the same for each renewal period subject to the yearly cost reimbursement adjustments identified in the Agreements at no more than a 3% increase per year.

Performance Measure:

Principle Period of Maintenance is 8x5 (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.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund	\$ 5,989		
State	\$ 49,848		
Federal	\$ 50,539		
Fees			
Other:			
Total	\$ 106,376	\$ -	\$ -

Narrative:

Approval and execution of these Agreements will result in total direct contract expenditures of no more than \$106,375.57 in FY 2019-20. Appropriations and associated funding for FY 2019-20 are included in the DSS recommended budget under the Social Service Programs division. These Agreements will be funded with Federal (47.51%), State (46.86%), and County (5.63%) funds. These Agreements contains a non-appropriation clause in the event funds are not appropriated. Yearly amount for both Agreements are subject to increase per CPI at no more than a 3% increase per year.

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 t.beebe@sbcsocialserv.org and send one (1) duplicate original Amendment and one (1) duplicate original Agreement, and a copy of the minute order to:

DSS Contracts Unit
C/O Tricia Beebe, Contracts Coordinator
2125 S. Centerpointe Parkway, 3rd Floor
Santa Maria, CA 93455

Attachments:

1. First Amendment to Agreement with NEC for Annual Maintenance of IVR System for Fusion (TFB)
2. Agreement with NEC for Annual Maintenance of Encore DVSAanalytics

Authored by:

Laura Mejia, Administrative Services Operations Division Chief

Tricia Beebe, Contracts Coordinator

Emma Duncan, Contracts Coordinator