



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.: 055  
For Agenda Of: 6/24/2008  
Placement: Administrative  
Estimated Tme:  
Continued Item: No  
If Yes, date from:  
Vote Required: Majority

---

**TO:** Board of Supervisors

**FROM:** Department Kathy Gallagher, 681-4451  
Director(s)  
Contact Info: Lauren Moore, 681-4529

**SUBJECT:** Approval of NEC Contract for Labor and Materials to install telephone lines & equipment for the Medi-Cal and Food Stamp Benefit Service Center (BSC)

---

**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Recommended Actions:**

Approve and authorize the Chair to execute a sole source agreement with NEC Unified Solutions, Inc (NEC) (a local vendor) in the amount of \$340,000 to provide labor and equipment for the installation of telephone-related tenant improvements at the new Benefit Service Center (BSC). The contract will commence upon approval of the Board of Supervisors on June 24, 2008 and end September 30, 2008.

**Summary Text:**

Under an existing contract with Information Technology's Telephone Services program, Information Technology Department, NEC provides county-wide telephone system maintenance and support. This contract will address specific technology requirements and services related to the new Medi-Cal Food Stamp Benefit Service Center. The equipment and services include, but are not limited to, telephony installation, hardware and software acquisitions that will accommodate scheduling, call monitoring and call routing. All services and acquisitions under the contract are scheduled to be completed by September 30, 2008.

The BSC is designed to improve customer service, achieve greater efficiency by staff, and increase accountability by establishing a Medi-Cal and Food Stamp Benefit Service Center equipped with state of the art call center processes and technologies. The center is expected to go live September 2008.

**Background:**

On October 16, 2007, the Board authorized the Department of Social Services to establish a Medi-Cal and Food Stamps Benefits Service Center equipped with state of the art call center processes and technologies. On March 18, 2008, the Board approved a budget adjustment in the amount of \$1,144,707 to recognize revenue and increase appropriations to cover one-time start up costs in FY 07-08 associated with the Medi-Cal and Food Stamp Benefit Service Center (BSC).

**Performance Measure:**

Execution of this contract supports the following performance measure:

1. Establish a Benefit Service Center with a start-up date on or before 9/24/08

**Fiscal and Facilities Impacts:**

Budgeted: No

**Fiscal Analysis:** This request has no General Fund impact. Approval and execution of this contract will result in total expenditures of no more than \$340,000.

DSS is taking advantage of available current year funds which expire at fiscal year end. Funding comes from Medi-Cal and Food Stamps revenue. Funding for the BSC is approximately 49% Federally funded, 41% State funded through the California Department of Health Services and 10% State funded through the California Department of Social Services.

<b><u>Funding Sources</u></b>	<b><u>Current FY Cost:</u></b>	<b><u>Annualized On-going Cost:</u></b>	<b><u>Total One-Time Project Cost</u></b>
General Fund			
State	\$ 173,400		\$ 173,400
Federal	\$ 166,600		\$ 166,600
Fees			
Other:			
Total	\$ 340,000		\$ 340,000

Narrative:

No additional funds are being requested to execute this contract. Funding and spending authority has been previously granted and the contract will be funded in accordance with BSC Board Letters approved on 10/16/07 and 03/18/2008.

**Staffing Impacts:** N/A

**Legal Positions:**

0

**FTEs:**

0

**Special Instructions:** After execution by the Chair, please return, along with (1) copy of the minute order to:

Judy Doughty-Contracts Coordinator  
2125 S Centerpointe Parkway, 3<sup>rd</sup> floor  
Santa Maria, CA 93455

**Attachments:** NEC Agreement & BSC Board Letters dated 10/9/07 and 03/18/2008

**Authored by:** Victor Zambrano