



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:** 08/28/18  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**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:** Agreement with NEC Corporation of America for Annual Maintenance Agreement  
for Department of Social Services

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**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 an Agreement for Services of Independent Contractor with NEC Corporation of America for Annual Maintenance Agreement for Department of Social Services for a total contract amount not to exceed \$50,010 for the period of July 1, 2018 through June 30, 2019;
- b) Authorize the Director of Social Services to review and approve annual contract extensions for the optional years, not to exceed four years for this Agreement; 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 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 in order to approve the Agreement with NEC Corporation of America (NEC) for the provision of an Annual Maintenance Agreement for Department of Social Services (DSS) for the period of July 1, 2018 through June 30, 2019, with option to renew annually, not to exceed four years. As approved by your Board, additional telephone technology was implemented at the Benefit Service Center (BSC). This additional telephone technology improved the call handling, allowed automated call backs, provided estimated wait times to callers on hold, modernized the infrastructure for the call center and provided a platform necessary for future enhancements such as Verbal attestation. Verbal Attestation is currently being implemented. It will assist 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 appointment reminders, and allows DSS to automatically communicate with clients using a mass notification feature. DSS recommends the approval of this Agreement with NEC for the Annual Maintenance Agreement.

### **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 Interactive Voice Response (IVR) System. The 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 IVR, Verbal Attestation and Workforce Management which DSS is currently implementing. When fully implemented, this will provide 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 now allows for the acceptance of applications "signed" over the phone using a "telephonic signature" for CalFresh and CalWORKs applications as well.

DSS shall have four one-year options to renew the Agreement. The terms of the Agreement shall remain the same for each renewal period subject to the yearly cost reimbursement adjustments identified in the Agreement at no more than a 3% increase per year. The Agreement memorializes the guaranteed pricing from NEC for the maintenance of the IVR System.

This Agreement will allow DSS to maintain support levels with NEC. DSS is now required to pay NEC directly. This item is also on the agenda as this contract in aggregate will exceed the \$100,000 threshold with NEC. Service rates are based on the quoted prices from the original IVR bid.

**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:**

<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	\$ 2,320		
State	\$ 22,277		
Federal	\$ 25,413		
Fees			
Other:			
<b>Total</b>	<b>\$ 50,010</b>	<b>\$ -</b>	<b>\$ -</b>

**Narrative:**

Approval and execution of this Agreement will result in total direct contract expenditures of no more than \$50,010 in FY 2018-19. Appropriations and associated funding for FY 2018-19 are included in the DSS recommended budget under the Social Service Programs division. This contract will be funded with Federal (50.8%), State (44.5%), and County (4.6%) funds. The Agreement contains a non-appropriation clause in the event funds are not appropriated. Yearly amount is 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 [e.duncan@sbcsocialser.org](mailto:e.duncan@sbcsocialser.org) and send one (1) duplicate original Agreement, and a copy of the minute order to:

DSS Contracts Unit  
 C/O Emma Duncan,  
 Contracts Coordinator  
 2125 S. Centerpointe Parkway, 3<sup>rd</sup> Floor  
 NEC Annual Maintenance Agreement  
 !BoardLetter2006.dot v 1106c

Santa Maria, CA 93455

**Attachments:**

1. Agreement with NEC for Annual Maintenance for DSS

**Authored by:**

Laura Mejia, Administrative Services Operations Division Chief  
Emma Duncan, Contracts Coordinator

**cc:**