



Board Agenda Item 39

DATE: June 9, 2020

TO: Board of Supervisors

SUBMITTED BY: Delfino E. Neira, Director, Department of Social Services

SUBJECT: Amendment I for Agreement with EZappt LLC for Automated Client Appointment Management System Maintenance and Enhancements

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute Amendment I to Agreement No. 18-438 with EZappt LLC for Automated Client Appointment Management System Maintenance and Enhancements, effective upon execution, with no change to the term of August 7, 2018 through June 30, 2023 and increasing the maximum amount of the agreement by \$53,400 to a total of \$223,400.

Approval of the recommended action will increase the agreement maximum compensation by \$53,400 due to requested enhancements for use in the In-Home Supportive Services Orientations and the Child Welfare Service/Case Management System (CWS/CMS). EZappt LLC will continue to provide Automated Client Appointment Management System Maintenance and Enhancement to County of Fresno Department of Social Services, with no increase in Net County Cost.

ALTERNATIVE ACTION(S):

If the recommended action is not approved, the Department will retain the use of the Automated Client Appointment Management System, but will be unable to update, enhance, or fully resolve software issues. This may result in reduced efficiency as the Department relies upon the software to schedule client appointments across multiple Department buildings.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum cost of the recommended agreement (\$223,400) will be offset with State and Federal Social Services funds (\$192,782), 2011 Realignment funds (\$19,574), and the County share of cost comprised of 1991 Realignment funds (\$9,693), and Net County Cost (\$1,351) that will fund the General Relief program's share of cost. Sufficient appropriations and estimated revenues are included in the FY 2019-20 Adopted Budget for the Department of Social Services Org 56108550.

DISCUSSION:

On August 7, 2018, the Board approved an agreement allowing the Department to continue procuring maintenance and software enhancements for the Automated Client Appointment Management System. The Automated Client Appointment Management System allows workers to effectively schedule clients for application interviews, recertification interviews, and other in-office appointments across all buildings from which the Department operates. This system was built and provided by EZappt LLC after a Request for Proposal was released on June 26, 2009 that solicited vendors to design, test, and implement an automated

client appointment management system. Since February 1, 2010, EZappt LLC has provided the Automated Client Appointment Management System itself, maintenance, and necessary enhancements.

The Agreement was written with an initial contract maximum of \$170,000. The projected costs of the original Agreement were made during the beginning of the CalWIN to CalSAWS system migration as required by the California Department of Social Services. This migration process is still ongoing with a planned completion year of 2023. Since then, the Department received additional instructions on changes required for this transition. To account for these changes, additional projects focusing on the CWS/CMS system, and changes to the orientation process for In-Home Supportive Services clients, the Department is requesting the total Agreement amount be increased to \$223,400.

If approved, the recommended Amendment will be effective upon execution. The amended agreement may be terminated without cause by either party upon providing 30-day advance written notice.

REFERENCE MATERIAL:

BAI #59, August 7, 2018

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment I to Agreement No. 18-438 with EZappt. LLC

CAO ANALYST:

Ronald Alexander