



Board Agenda Item 59

DATE: June 6, 2017

TO: Board of Supervisors

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

SUBJECT: Agreement with EZappt, LLC for Automated Client Appointment Management System Maintenance and Enhancement

RECOMMENDED ACTION(S):

- 1. Make a finding that it is in the best interest of the County to waive the competitive bidding process consistent with Administrative Policy No. 34 for unusual or extraordinary circumstances as the source code for the maintenance and enhancement of the Automated Client Appointment Management System is proprietary to EZappt, LLC; and**
- 2. Approve and authorize the Chairman to execute an Agreement with EZappt, LLC for maintenance and enhancement of the Automated Client Appointment Management System, effective July 1, 2017 through June 30, 2018, total not to exceed \$35,650.**

The Department is currently reviewing whether the existing Automated Client Appointment Management System may be built into the Department's benefits and issuance system (CalWIN). The existing Agreement with EZappt will expire prior to completion of the review. Approval of the recommended actions will provide the Department one additional year of maintenance and enhancements for the System, 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.

SUSPENSION OF COMPETITION:

The Department's request to waive the competitive bidding process is consistent with Administrative Policy No. 34 as the source code for the Automated Client Appointment Management System is proprietary to EZappt, LLC., which requires all updates and enhancements to be built and provided by EZappt, LLC. Based on this information, a letter of interest was not necessary. The Internal Services Department - Purchasing concurs with the Department's request to waive the competitive bidding process.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The maximum cost of the recommended Agreement (\$35,650) will be offset with State and Federal Social Services funds (\$31,919), 1991 Realignment funds (\$144), and \$47 in Net County Cost will fund the General Relief program's share of cost. In

addition, \$3,540 in 2011 Realignment funds will offset the former State share of the Child Welfare Services and Adult Protective Services programs that were realigned to counties through Assembly Bill (AB) 118. Sufficient appropriations will be included in the FY 2017-18 Requested Budget for the Department of Social Services, Org 5610.

DISCUSSION:

The Department's current Automated Client Appointment Management System is a Department wide scheduling system that allows workers to effectively schedule clients for application interviews, recertification interviews, and other in office appointments across all buildings the Department operates. This system was built and provided by EZappt, LLC. following a Request for Proposal released on June 26, 2009, soliciting 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, maintenance, and necessary enhancements.

The Department has maintained an active Agreement with EZappt, LLC to make sure all software issues are resolved and the system enhanced to ensure client appointments can be scheduled in an efficient manner across the Department.

The Department is in the process of evaluating whether or not an Automated Client Appointment Management System can be built into CalWIN, the Department's benefits and issuance system, which is funded by a consortium of 18 counties. This process will not be completed before the current Agreement ends, creating a need for a one-year Agreement to ensure the Automated Client Appointment Management System continues to function properly.

The Department maintains no other Agreements with EZappt, LLC.

The Recommended Agreement is effective from July 1, 2017 through June 30, 2018. The Recommended Agreement may be terminated by the vendor, the Department's Director or designee, upon thirty days advance written notice of the intention to terminate the Recommended Agreement.

REFERENCE MATERIAL:

BAI #43, June 17, 2014
BAI #31, December 11, 2012
BAI #54, May 3, 2011

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - EZappt Agreement
Suspension of Competition Acquisition Request

CAO ANALYST:

Ronald Alexander