



# Board Agenda Item 59

DATE: August 7, 2018

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 suspend the competitive bidding process consistent with Administrative Policy 34 for unusual or extraordinary circumstances for an Automated Client Appointment Management System for the Department of Social Services.**
- 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 August 8, 2018, not to exceed five consecutive years, which includes a two-year base contract with three optional one-year extensions, total not to exceed \$170,000.**

Approval of the recommended actions will allow the Department to procure maintenance and enhancements for the Automated Client Appointment Management System. The agreement is necessary to maintain and enhance the current Automated Client Appointment Management System.

## ALTERNATIVE ACTION(S):

If the recommended actions are 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 Department has identified EZappt, LLC as the only vendor that can provide extended software support and maintenance for the EZappt Automated Client Appointment Management System. Additionally, the EZappt Automated Client Appointment Management System is proprietary software programmed and maintained by EZappt, LLC. The Internal Services Department - Purchasing concurs with the Department's request to waive the competitive bid process.

## FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum cost of the recommended agreement (\$170,000) will be funded through a combination of State and Federal Social Service funds, 2011 Realignment, and the County share of cost comprised of 1991 Realignment revenues

and Net County Cost. Sufficient appropriations are included in the FY 2018-19 Recommended Budget for the Department of Social Services Org 56108550.

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 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 application source code required for system updates and enhancements to the Automated Client Appointment Management System is proprietary to the vendor. As a result, 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 transitioning from CalWIN to CalSAWS, a state mandated benefits determination system. This process is projected to be completed by 2023. This agreement will ensure the Department maintains a functioning automated client appointment management system during the transition to CalSAWS and allow the Department to continue scheduling clients for application interviews, recertification interviews, and in-office appointments across all Department buildings.

The Department maintains no other agreements with EZappt, LLC.

The recommended agreement is effective from August 8, 2018 through June 30, 2023. The recommended agreement may be terminated by the vendor or by the Department's Director or designee upon thirty days' advance written notice of the intention to terminate the recommended agreement.

Section 10 of the agreement contains the insurance coverage and language currently approved for use in the County's model contract. Risk Management has recently proposed that the insurance coverage and language in the County's model contract be revised. County Counsel and Risk Management will be working on these changes over the next several months. However, the Department has a need to move forward with this contract to address service needs. Additionally, the Department believes the insurance coverage required in Section 10 of the agreement adequately protects the interests of the County in this contract and County Counsel is comfortable signing the agreement as to legal form. Therefore, it is recommended your Board approve the recommended agreement in its current form.

REFERENCE MATERIAL:

BAI #59, June 6, 2017  
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 - Agreement with EZappt, LLC  
Suspension of Competition Form PD-048

CAO ANALYST:

Ronald Alexander