

**SECOND AMENDMENT TO AN AGREEMENT WITH  
DELOITTE CONSULTING  
FOR CONSULTING SERVICES FOR THE DATA WAREHOUSE PROJECT AND THE  
OBM DATA DEVELOPMENT PROJECT**

THIS AMENDMENT TO AN AGREEMENT, entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 2002 by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Deloitte Consulting, hereinafter called "Contractor".

W I T N E S S E T H:

WHEREAS, the parties entered into an agreement on March 1, 2001; and

WHEREAS, the parties now wish to further amend the agreement to extend the term of the contract to December 31, 2002, and add an additional \$430,090 for Data Warehouse Consulting and \$388,500 for OBM Data Development, which will bring the total amount of the agreement to \$2,234,095.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

The following Exhibits are attached hereto:

1. **Section 1 Exhibits:** is amended to add the following to the list of Exhibits incorporated in the agreement:

Exhibit H	Scope of Work - Support & Training Project
Exhibit I	Scope of Work - OBM Implementation

2. **Section 2 Services to be performed by Contractor:** is amended to read as follows:

In consideration of the payments hereinafter set forth, Contractor shall perform services, in accordance with the terms, conditions and specifications set forth herein and in Exhibits A, B, C, D, E, F, G, H, I and attachment E attached hereto and by this reference made a part hereof.

3. **Section 4 Payment:** is amended to read as follows:

In consideration of the services rendered in accordance with all terms, conditions and specifications set forth herein and in Exhibits A,B,C,D,E,F,G,H,I and attachment E County shall make payments to Contractor in the manner specified in Exhibits A,B,C,D,E,F,G,H,I and attachment E. In the event that the County makes any advance payments, Contractor agrees to refund any amount in excess of the amount owed by the County at the time of contract termination. In no event shall total payment under this Agreement exceed \$2,234,095, of which \$1,715,090 is for Data Warehouse services, of which \$388,500 is for the OBM project, and \$130,505 is for Informatica software purchased through Deloitte Consulting.

4. **All other provisions of the agreement signed and dated March 1, 2001, remain in full force and effect.**

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives,  
have affixed their hands.

COUNTY OF SAN MATEO

By: \_\_\_\_\_

Jerry Hill, president  
Board of Supervisors

Date: \_\_\_\_\_


DELOITTE CONSULTING L.P.  
By: Deloitte Consulting(us) LLC

By: \_\_\_\_\_

Contractor - Print Name

John F. Skowron, Principal

Name, Title - Print

  
Signature

Date: 11/17/02

ATTEST:

\_\_\_\_\_  
Clerk of Said Board

Date: \_\_\_\_\_

## Introduction

Deloitte Consulting will conduct a DW Support and Training Phase (Phase III) that will provide ongoing Informatica support and assistance with training for the SHARP data warehouse. Because of staff changes at the County Informatica Analyst position there is still additional assistance required in the Extraction, Transformation & Load processes for the DW team to become self sufficient. There is also a need for help reviewing the design for Phase III. In addition, the County desires assistance for training users on the SHARP data warehouse. This document outlines the proposed activities and tasks that will comprise the Phase III and our approach to assisting the County with these activities.

## Phase III Tasks

The following are the tasks with which Deloitte Consulting will assist the County as part of the Phase III:

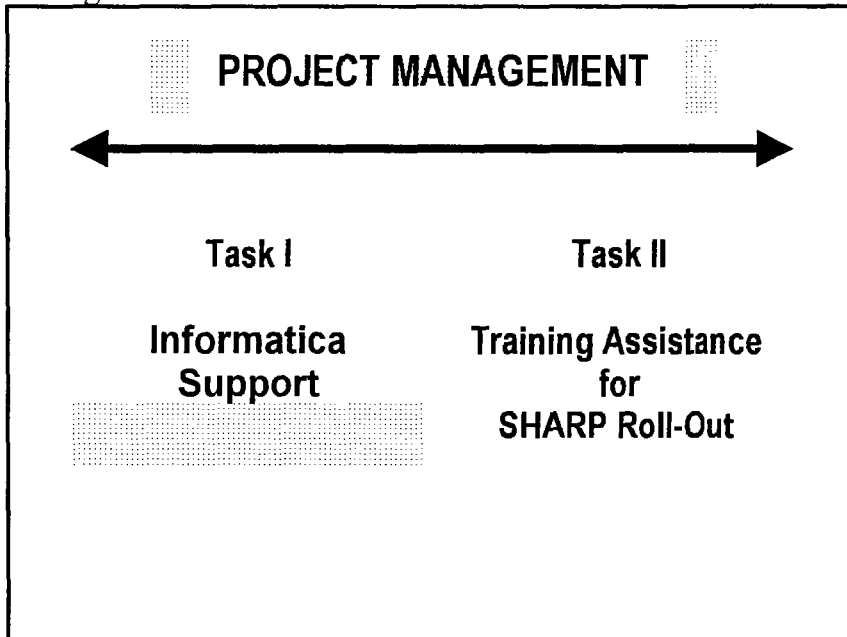
### *Task I: Informatica Assistance*

Deloitte Consulting will assist the County by providing Informatica Support as they maintain and develop the data warehouse that was created in Phase I & II of the project.

### *Task II: Training Assistance for SHARP Rollout*

In task II, Deloitte Consulting will assist the County in creating a training plan, finalizing the training material, delivering technical and data training and creating a help desk implementation strategy.

The figure below shows the extent of Deloitte involvement in Phase III of SHARP.



The following pages outline the specific activities and responsibilities associated with each of the Phase III Tasks.

## Task I: Informatica Support

Deloitte Consulting will assist the County by providing Informatica Support as they maintain and develop the data warehouse that was created in Phase I & II of the project. The Deloitte Consulting Informatica consultant will work at the discretion of the County Project Manager.

### *County Responsibilities*

- Conduct data loads from the source systems on a monthly basis
- Maintain operability of the data warehouse related to data warehouse software issues
- Correct technical problems or bugs that arise in the actual operation of the warehouse
- Provide resources for knowledge transfer surrounding monthly data loads.
- Maintain operability of the data warehouse related to County-controlled resources such as network issues
- Update SHARP documentation, as necessary

### *Deloitte Responsibilities:*

- Assist with monthly data loads from the source systems.
- Assist with problem resolution, as directed by the County Project Manager
- Facilitate knowledge transfer surrounding monthly data loads to designated county resource(s)
- Support County responsibilities at the direction of the County Project Manager
- Support new development at the direction of the County Project Manager

## Task II: Training Assistance for SHARP Rollout

In task II, Deloitte Consulting will assist the County in creating a training plan, finalizing the training material, delivering technical and data training and creating a help desk implementation strategy.

### ***Develop Training Plan***

Deloitte Consulting will work with the County to develop a plan for conducting training for the identified SHARP users. The SHARP training strategy will utilize a train-the-trainers approach in which County trainers will deliver training based on curricula developed in collaboration with Deloitte Consulting. The training plan will outline the training approach and strategy. It will describe the proposed curricula and training materials that will be utilized and the schedule and facilities for conducting training.

### ***County Responsibilities***

- Assist with developing training approach & strategy
- Identify trainers and establish training team
- Determine training schedule, facilities and training resource requirements
- Determine initial users to be trained

### ***Deloitte Responsibilities***

- Create training approach & strategy
- Determine user profiles for training

### ***Deliverables***

- Training Plan Document

### ***Completion Criteria***

- Completed Training Plan
- Review and Acceptance of the Training Plan Document

### ***Develop Training Curricula and Material***

In this task, Deloitte Consulting will work with the County to develop the course agendas and related materials for the SHARP training sessions. Deloitte Consulting will submit preliminary outlines for the training materials for County approval. SHARP course materials will be developed from the approved outlines.

Two types of SHARP training courses are proposed: Report Viewer training and Report Creator training. Report viewer training will provide basic instruction on the use of the WebIntelligence tool. Report Creator training will provide basic instruction on how to create reports using the WebIntelligence tool, including instruction on specific data objects and concepts in the SHARP data warehouse such as the “Load-Month” object, linking different fact tables, etc.

As an optional training method, Deloitte Consulting also proposes the use of the ToolBook Assistant from Click2Learn, Inc. to create online modules to reinforce concepts that will be taught in the classroom. These online modules will be interactive and will incorporate exercises for the users. See Appendix A for sample ToolBook Assistant screen shots. The pricing section of this proposal includes the estimated staff hours and associated cost for including this functionality within the SHARP training approach.

***County Responsibilities***

- Review and approve initial training material outlines
- Procure Click2Learn software, if included in approach
- Install Click2Learn software on developer machine/s, if included in approach
- Assist with developing specifications for Click2Learn online training modules, if included in approach
- Assist with developing training materials for Report Viewer course
- Assist with developing training materials for Report Creator course

***Deloitte Responsibilities***

- Develop training material outlines for County approval
- Develop specifications for Click2Learn online training modules, if included in approach
- Design training materials for WebIntelligence Report Viewer course
- Design training materials for WebIntelligence Report Creator course
- Develop Report Viewer course curriculum
- Develop Report Creator course curriculum
- Create Click2Learn online training modules, if included in approach

***Deliverables***

- WebIntelligence Report Viewer Training Materials
- WebIntelligence Report Creator Training Materials
- Click2Learn Online Training Modules, if included in approach

***Completion Criteria***

- Review and acceptance of Training Materials

***Deliver User Training***

In this task, the schedule for training will be finalized and participants will be enrolled in courses. Deloitte Consulting will conduct two train-the-trainers courses to instruct the County trainers on the curricula and materials that will be presented at the SHARP training courses. Training site(s) will be prepared and training materials delivered. The County trainers will deliver the SHARP training courses to the identified user groups.

***County Responsibilities***

- Create Web Intelligence User Logins
- Prepare Training Site
- Deliver Report Viewer training
- Deliver Report Creator training

***Deloitte Responsibilities***

- Deliver Report Viewer Train-the-Trainer Session
- Deliver Report Creator Train-the-Trainer Session
- Assist with preparing training site/s

***Deliverables***

- 2 Train-the-Trainer Sessions

***Completion Criteria***

- Completed Train-the-Trainer Sessions

***Help Desk Implementation Strategy***

Deloitte Consulting will assist the County to develop a Help Desk Implementation Strategy. The strategy will document proposed goals and objectives, location, staffing, and hours of operation for a Help Desk to assist SHARP users. Methods for tracking calls, answering user questions and referring problems to other team members will be outlined as well. The Help Desk Implementation Strategy will be presented to the Steering Committee for review and comment in accordance with the SHARP project's deliverable review process.

***County Responsibilities***

- Assist with determining goals and objectives for help desk implementation
- Determine staffing requirements for Help Desk
- Assist with determining help desk procedures
- Assist with determining help desk operations and issue resolution strategy

***Deloitte Responsibilities***

- Determine goals and objectives for Help Desk Implementation
- Assist with determining staff requirements
- Determine help desk procedures
- Determine help desk operations and issue resolution strategy

***Deliverables***

- Help Desk Implementation Strategy Document

***Completion Criteria***

- Review and acceptance of Help Desk Implementation Strategy Document

## Key Assumptions

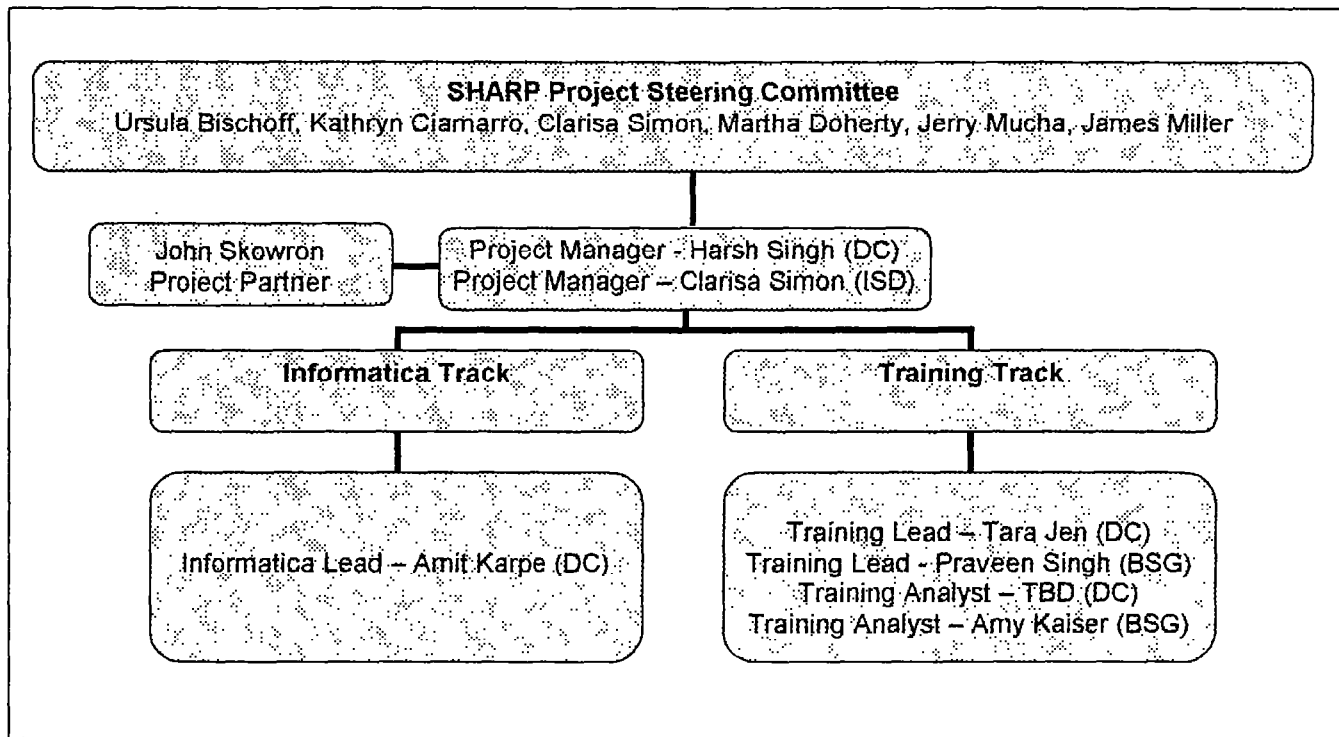
The following are key assumptions for Phase III of the SHARP project.

- The extent of Deloitte Consulting's involvement in the DW Support & Training Project will be from **01/07/2002 to 06/14/2002**.
- Deloitte Consulting will invoice HSA on a monthly basis. For a given month, the invoice will be based upon each staff member's actual hours worked on the DW Support and Training Project multiplied by the blended hourly rate of **\$205.00**.
- Deloitte Consulting will work with the County to finalize the work plan for Phase III. This work plan will clearly document the responsibilities of the County and Deloitte Consulting. This work plan must be finalized within 2 weeks of the starting of the project.
- The County will adhere to the schedule and allotted times for each of County's tasks as agreed to by County and Deloitte Consulting Project Managers. Delays in the completion of any or all of County's tasks will extend the scheduled completion dates for subsequent tasks and work of both County and Deloitte Consulting by a corresponding amount.
- In Task I -Informatica Support, Deloitte will be in an assistance role to the County. The Deloitte Informatica Analyst will work at the discretion of the County Project Manager.
- In Task II – Training Assistance for SHARP Rollout, the County will be responsible for scheduling all trainees and training facilities.
- In Task II – Training Assistance for SHARP Rollout, Deloitte Consulting, will deliver two train-the-trainer sessions – County trainers will include the two staff identified in the Project Team Organization section of this proposal and no more than three additional staff, for a total of 5 County trainers.
- If selected as a training approach, the County will be responsible for procuring the Click2Learn software for developing the online training modules. The software for the training module must be procured by the County prior to the beginning of the Training Curriculum and Material Development Task.



## Deloitte Project Team Organization

The following figure shows a proposed organization team for Phase III of the SHARP project.



The figure below shows the staff loading for Phase III of the SHARP project.

Level	Hours	Duration
Project Partner	38	2/4 - 6/14
Project Manager	380	2/4 - 6/14
Informatica Lead	920	1/7 - 6/14
Training Lead	360	2/4 - 5/17
Training Analyst (For Online Training Module)	400	3/11 - 5/17

## Deloitte Consulting Pricing

Deloitte Consulting proposes a blended, hourly rate for all staff of **\$205.00** for the DW Support & Training Project. This rate is inclusive of all expenses associated with this effort. The total cost associated with this effort is estimated to be **\$430,090.00**, based on an estimate of **2,098** hours.

Deloitte Consulting has proposed a project team that we believe can complete the tasks outlined in this Scope of Work within the proposed time frames. Any changes to this staffing model may impact the proposed work plan, blended rate and/or total project cost. Change to the total cost will require a contract amendment.

## EXHIBIT I

### **SCOPE OF WORK-OBM Implementation Project – Phase I**

We understand that the County will be refining the measures, mapping measures to their sources and conducting a needs assessment of their Community Partner Organizations (CPOs) prior to the commencement of the Technical Needs Assessment Task for Phase I of the OBM Implementation Project. During the CPO needs assessment task, the Deloitte Project Manager will be in an advisory role to the County and will support the CPO Needs Assessment Task. During this task the Deloitte Project Manager may attend one-third of the scheduled CPO interviews with the County Team. The County will notify in writing to Deloitte Consulting, the start date of the Technical Needs Assessment Task, two weeks prior to the beginning of that task. Upon completion of the CPO needs assessment task, the County will present the Needs Assessment Deliverable to the Deloitte Project Team.

In Phase I, Deloitte Consulting will provide technical assistance to the County to develop a strategy for data collection from the County's CPOs. Deloitte Consulting will work with the County to finalize the work plan for the Technical Needs Assessment & MIS Plan Tasks. This work plan must be finalized within 2 weeks of the commencement of the Technical Needs Assessment Task. Since the OBM Implementation Project will include shared responsibilities, this work plan will clearly document the responsibilities of the County & Deloitte Consulting. We believe that the County will only be successful if the responsibilities of each stakeholder are completed in a timely manner. Any delay in the completion of tasks that are the County's responsibility can adversely impact the timeline for OBM Implementation Project and may require an adjustment in the level of effort associated with this scope of work as described in the Deloitte Project Team Organization Section included later in this document. The following are the tasks that must be completed as part of Phase I.

#### ***Phase I - Technical Needs Assessment***

Deloitte Consulting will conduct the Technical Needs Assessment task for Phase I of the OBM Implementation Project. During this task, the County will be responsible to schedule interviews with key HSA & Peninsula Works technical support teams. Any delay in the scheduling of the interviews and/or availability of interview participants may adversely impact the timeline of the OBM Implementation Project and require an adjustment in the level of effort associated with this scope of work.

The Technical Needs Assessment Deliverable will document the infrastructure at HSA & at Peninsula Works Centers including the hardware (servers, network, etc), software (include database, coding language, etc) and existing development and infrastructure standards that will be important for developing a data collection system.

#### ***County Responsibilities***

- Assist with establishing assessment criteria
- Schedule Interviews w/Key HSA & Peninsula Works Technical Support Teams
- Review Technical Needs Assessment Document

***Deloitte Responsibilities***

- Document Existing Data Exchange Protocols Between HSA & Partner Organizations
- Document Hardware & Software Development & Production Standards
- Conduct HSA & Peninsula Works Hardware & Software Assessment
- Evaluate Existing Hardware Necessary for OBM Implementation
  - Document Database Server Specifications
  - Document Web Server Specifications
  - Document HSA Network Specifications
- Evaluate Existing Software Necessary for OBM Implementation
  - Document Existing Web Server Software
  - Document Database & Web Server Software & Licenses
- Prepare Technical Needs Assessment Document

***Deliverables***

- Technical Needs Assessment Document

***Completion Criteria***

- Completed HSA Needs Assessment

***Phase I - MIS Plan***

In this task Deloitte Consulting will prepare an MIS plan that will provide a roadmap for the development of a data collection system for the headline measures requiring data development. Early in this task we will a CPO Representative group will be formed to validate MIS requirements. In Phase II of the OBM Implementation Project, this group can also serve as the Pilot Group to initially test the data collection system. The MIS plan will also provide a cost benefit analysis that will allow the County to evaluate the development of a system for collecting data for the Headline Measures.

***County Responsibilities***

- Establish CPO Representatives Group
- Schedule CPO Representative Group Meetings

***Deloitte Responsibilities***

- Confirm Data Collection Requirements
- Evaluate Data Collection Strategies
- Confirm Tech Infrastructure Requirements for Data Collection Systems
- Prepare Cost Benefit Analysis
- Create High Level Work Plan for Data Collection System
- Develop MIS Plan Document
- Present MIS Plan Document
- Revise MIS Plan Document

***Deliverables***

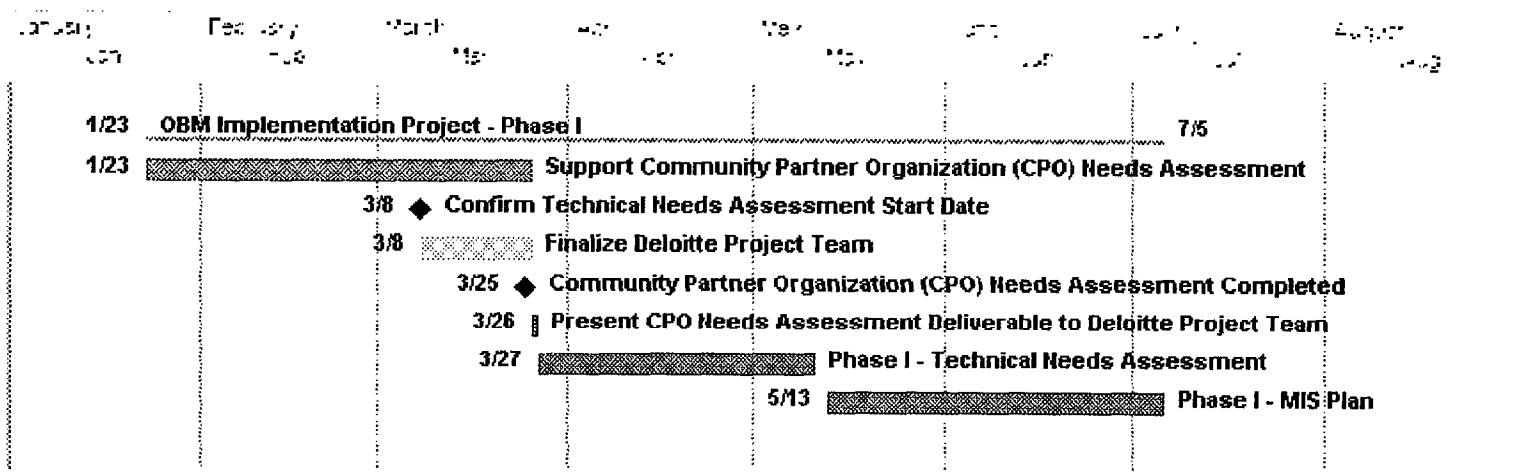
- MIS Plan Document

***Completion Criteria***

- Review and Acceptance of MIS Plan Document

## High Level Timeline for the OBM Implementation Project

The following table shows a high level schedule for the completion of the various tasks associated with Phase I of the OBM Implementation Project. This timeline assumes a start date of March 25, 2002. For a detailed work plan for Phase I see Appendix A.



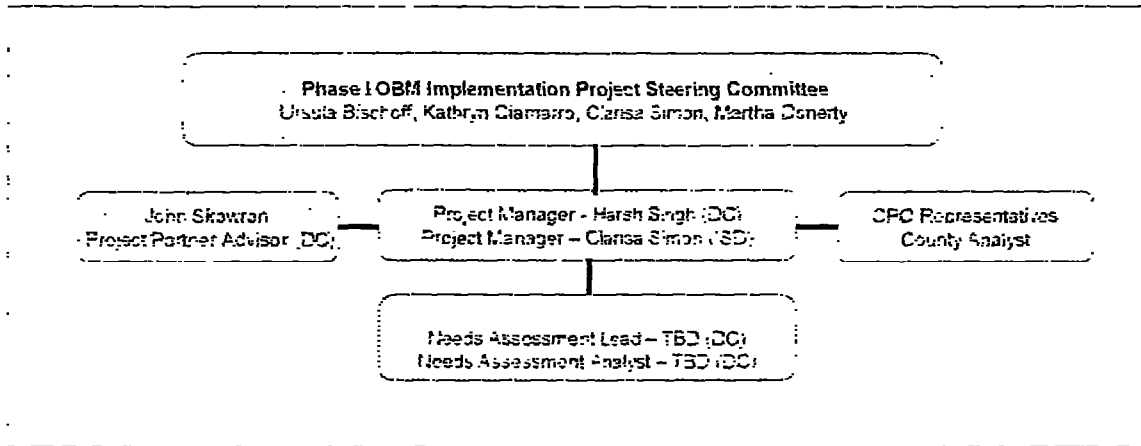
## Key Assumptions

The following are key assumptions for the OBM Implementation Project.

- The extent of Deloitte Consulting's involvement in the OBM Implementation Project will be from **01/23/2002 to 06/28/2002**.
- During the CPO needs assessment tasks the Deloitte Project Manager will be in an advisory role to the County and may attend one-third of the CPO interviews with the County Team.
- The County will notify in writing to Deloitte Consulting, the start date of the Technical Needs Assessment Task, two weeks prior to the beginning of that task.
- Deloitte Consulting assumes that the start date of the Technical Needs Assessment Task is no later than **04/01/2002**.
- Deloitte Consulting will work with the County to finalize the work plan for Phase I of the OBM Implementation Project. This work plan must be finalized within 2 weeks of the commencement of the Technical Needs Assessment Task and will clearly document the responsibilities of the County & Deloitte Consulting.
- The County will adhere to the schedule and allotted times for each of County's tasks as agreed to by County and Deloitte Consulting Project Managers. Delays in the completion of any or all of County's tasks will extend the scheduled completion dates for subsequent tasks and work of both County and Deloitte Consulting by a corresponding amount.
- Deloitte Consulting will invoice HSA on a monthly basis. For a given month, the invoice will be based upon each staff member's actual hours worked on the OBM Implementation Project multiplied by the blended hourly rate of **\$210.00**.
- The County will be responsible for scheduling the needs assessment interviews with the technical support staff at HSA and Peninsula Works. Any delay in the scheduling of the interviews and/or availability of interview participants may adversely impact the timeline of the OBM Implementation Project and accordingly require an adjustment in the level of effort associated with this scope of work.
- Deloitte Consulting will conduct the HSA and Peninsula Works needs assessment interviews according to the timelines in the approved project work plan. In the event that some interviews are not scheduled, those HSA and Peninsula Works technical support staff may not be interviewed.
- County will assign a fulltime resource to the project to assist with deliverables, scheduling of interviews and to conduct other County tasks.
- This scope of work assumes no design and/or development of a data collection system as outlined in the OBM Implementation Plan. This scope of work also assumes no conversion of data from the existing CPO systems for OBM data development requirements.

## Project Team Organization

The following figure shows a proposed organization team for the OBM Implementation Project.



The figure below shows the staff loading for the OBM Implementation Project.

Level	Hours	Duration
Project Partner	46	1/23 - 6/28
Project Manager	524	1/23 - 6/28
Needs Assessment Lead	560	3/25 - 6/28
Needs Assessment Analyst	720	2/25 - 6/28

## **Deloitte Consulting Pricing**

Deloitte Consulting proposes a blended, hourly rate for all staff of **\$210.00** for the OBM Implementation project. This rate is inclusive of all expenses associated with this effort. The total cost associated with this effort is estimated to be **\$388,500.00**, based on an estimate of **1,850** hours.

Deloitte Consulting has proposed a project team that we believe can complete the tasks outlined in this Scope of Work within the proposed time frames. Any changes to this staffing model may impact the proposed work plan, blended rate and/or total project cost.

## **Project Management Procedures**

Deloitte Consulting will utilize our proven project management methodology to promote effective management of the OBM Implementation Project. This section outlines the specific procedures that we will introduce to the OBM Implementation Project.

### ***Issue Tracking & Review Procedures***

Deloitte Consulting is committed to promptly identifying and resolving problems and issues that may arise during the course of a project. Even with the best planning, however, there may be occasions when issues cannot be avoided. To resolve these issues effectively, Deloitte Consulting will collaborate with HSA to confirm the process to identify, track, and resolve issues that arise during the OBM Implementation project.

HSA and Deloitte Consulting mutually will follow a formal issue tracking process to document issues and their resolutions. As an issue is identified, it will be documented in an issues log, given a due date for resolution by HSA Project Manager and the Deloitte Consulting Project Manager, and assigned for research and evaluation to the appropriate Deloitte Consulting or HSA team member. On the given due date, it will be discussed at the weekly status meeting. Once a resolution is agreed upon, the selected alternative will be documented along with the issue in the issues log and signed off by both the Deloitte Consulting and HSA project management teams.

### ***Status Reporting Procedures***

A weekly status meeting will be held to review work accomplished, work planned, and any open issues. Items on this report include the following:

- Work accomplished during period
- Work planned through next period
- Open Issues/Change Control

Deloitte Consulting will also present updates to the OBM Implementation project plan during the first status meeting of each month.

### ***Deliverable Review and Approval Procedures***

The parties can modify the project work plan in writing during the life of the project. Changes to the project work plan that affect deliverables' due dates must be accepted in writing by both parties.

We agree that we will mutually adopt the following procedures for deliverable review and approval:

- Drafts and outlines of all deliverables will be reviewed with HSA Project Manager early in the development of each deliverable to be certain that Deloitte Consulting is meeting the expectations for that deliverable. Deloitte Consulting will incorporate any recommendations as appropriate.
- Deloitte Consulting will provide appropriate copies of each deliverable submitted for review (including appropriate number of copies of training materials). HSA will identify, in writing, specific deficiencies in their reviews of all deliverables. The identified deficiencies will be of the sort that will prohibit the system from functioning as intended. This review will be accomplished in 5 business days upon submission of the deliverable. After written comments have been received, Deloitte Consulting will modify the deliverable within 5 business days.
- Upon the receipt of the modified (or original, if no changes are required) deliverable, the HSA Project Manager will have 5 business days to approve the revisions to the deliverable.



## APPENDIX A – OBM Implementation Project - Phase I Timeline

Task Name	Duration	Start	Finish	Prede	Primary
<b>OBM Implementation Project - Phase I</b>	<b>118 days</b>	<b>Wed 1/23/02</b>	<b>Fri 7/5/02</b>		<b>DC</b>
Support Community Partner Organization (CPO) Needs Assessment	44 days	Wed 1/23/02	Mon 3/25/02		DC
Confirm Technical Needs Assessment Start Date	0 days	Fri 3/8/02	Fri 3/8/02		County
Finalize Deloitte Project Team	12 days	Fri 3/8/02	Mon 3/25/02	3	DC
CPO Needs Assessment Completed	1 day	Mon 3/25/02	Mon 3/25/02		County
Present CPO Needs Assessment Deliverable to Deloitte Project Team	1 day	Tue 3/26/02	Tue 3/26/02	5	County
<b>Phase I - Technical Needs Assessment</b>	<b>31 days</b>	<b>Wed 3/27/02</b>	<b>Wed 5/8/02</b>		<b>DC</b>
Establish Assessment Criteria	5 days	Wed 3/27/02	Tue 4/2/02	6	DC
Schedule Interviews w/Key HSA & Penninsula Works Technical Support Teams	5 days	Wed 3/27/02	Tue 4/2/02	6	County
Document Existing Data Exchange Protocols Between HSA & Partner Organizations	5 days	Wed 4/3/02	Tue 4/9/02	9	DC
Document Hardware & Software Development & Production Standards	3 days	Wed 4/10/02	Fri 4/12/02	10	DC
<b>Conduct HSA &amp; Penninsula Works Hardware &amp; Software Assessment</b>	<b>15 days</b>	<b>Mon 4/15/02</b>	<b>Fri 5/3/02</b>		<b>DC</b>
<b>Evaluate Existing Hardware Necessary for OBM Implementation</b>	<b>10 days</b>	<b>Mon 4/15/02</b>	<b>Fri 4/26/02</b>		<b>DC</b>
Document Database Server Specifications	10 days	Mon 4/15/02	Fri 4/26/02	11	DC
Document Web Server Specifications	10 days	Mon 4/15/02	Fri 4/26/02	11	DC
Document HSA Network Specifications	10 days	Mon 4/15/02	Fri 4/26/02	11	DC
<b>Evaluate Existing Software Necessary for OBM Implementation</b>	<b>5 days</b>	<b>Mon 4/29/02</b>	<b>Fri 5/3/02</b>		<b>DC</b>
Document Existing Web Server Software	5 days	Mon 4/29/02	Fri 5/3/02	13	DC
Document Database & Web Server Software & Licenses	5 days	Mon 4/29/02	Fri 5/3/02	13	DC
Prepare HSA Needs Assessment Report	8 days	Mon 4/29/02	Wed 5/8/02	16	DC
<b>Deliverable: HSA Needs Assessment Document</b>	<b>0 days</b>	<b>Wed 5/8/02</b>	<b>Wed 5/8/02</b>	<b>20</b>	<b>DC</b>

Task Name	Duration	Start	Finish	Preced	Priority
22 <b>Phase I - MIS Plan</b>	<b>118 days</b>	<b>Wed 1/23/02</b>	<b>Fri 7/5/02</b>		<b>DC</b>
23 Determine CPO Representative Group	5 days	Thu 5/9/02	Wed 5/15/02	20	County
24 Schedule CPO Representative Group Meetings	5 days	Thu 5/9/02	Wed 5/15/02	20	County
25 Confirm Data Collection Requirements	6 days	Thu 5/9/02	Thu 5/16/02	20	DC
26 Evaluate Data Collection Strategies	5 days	Fri 5/17/02	Thu 5/23/02	25	DC
27 Confirm Tech Infrastructure Requirements for Data Collection Systems	5 days	Fri 5/24/02	Thu 5/30/02	26	DC
28 Prepare Cost Benefit Analysis	5 days	Fri 5/31/02	Thu 6/6/02	27	DC
29 Create High Level Work Plan for Data Collection System	2 days	Fri 6/7/02	Mon 6/10/02	28	DC
30 Develop MIS Plan Document	10 days	Tue 6/11/02	Mon 6/24/02	29	DC
31 Present MIS Plan Document	1 day	Tue 6/25/02	Tue 6/25/02	30	DC
32 <b>Deliverable: Final MIS Plan Document</b>	0 days	Tue 6/25/02	Tue 6/25/02	31	DC
33 Revise MIS Plan Document	3 days	Wed 6/26/02	Fri 6/28/02	32	DC

COUNTY OF SAN MATEO  
MEMORANDUM

DATE: December 27, 2001  
TO: Priscilla Harris Morse  
FROM: Kathryn Ciamaro Fax 802-6490  
SUBJECT: APPROVAL OF INSURANCE  
CONTRACTOR: Deloitte Consulting  
DO THEY TRAVEL: No  
PERCENT OF TIME  
NUMBER OF EMPLOYEES  
DUTIES (SPECIFIC): OBM Data Development Support

COVERAGE:	Amount	Approve	Waive	Modify
Comprehensive Gen Liability	<u>\$1m</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motor Vehicle Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professional Liability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Worker's Compensation	<u>statutory</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REMARKS/COMMENTS:

  
Priscilla Morse  
Manager, Risk Management

SUBMIT TO RISK MANAGEMENT  
PONY EPS163

OR

FAX 363-4864

**MARSH USA INC.**

**CERTIFICATE OF INSURANCE**

CERTIFICATE NUMBER  
NYC-001202310-00

PRODUCER  
Marsh USA Inc.  
4 Stamford Plaza  
107 Elm Street  
Stamford, CT 06902  
Attn: (203) 964-2500

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES DESCRIBED HEREIN.

**COMPANIES AFFORDING COVERAGE**

- COMPANY  
**A** TRANSPORTATION INSURANCE CO
- COMPANY  
**B** N/A
- COMPANY  
**C** TRANSCONTINENTAL INS CO
- COMPANY  
**D**

530003--CAS-

INSURED  
Deloitte & Touche USA LLP  
10 Westport Road  
P.O. Box 820  
Wilton, CT 06897-0820

**COVERAGES**

THIS IS TO CERTIFY THAT POLICIES OF INSURANCE DESCRIBED HEREIN HAVE BEEN ISSUED TO THE INSURED NAMED HEREIN FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THE CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, CONDITIONS AND EXCLUSIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY	GL 189158152	06/01/01	06/01/02	GENERAL AGGREGATE \$ 3,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				PRODUCTS - COMP/OP AGG \$ 2,000,000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				PERSONAL & ADV INJURY \$ 1,000,000
	OWNER'S & CONTRACTOR'S PROT				EACH OCCURRENCE \$ 1,000,000
	Liquor Liability				FIRE DAMAGE (Any one fire) \$ 1,000,000
					MED EXP (Any one person) \$ 10,000
					COMBINED SINGLE LIMIT \$
	AUTOMOBILE LIABILITY				BODILY INJURY (Per person) \$
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> ALL OWNED AUTOS				PROPERTY DAMAGE \$
	<input type="checkbox"/> SCHEDULED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY: \$
					EACH ACCIDENT \$
					AGGREGATE \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	<input type="checkbox"/> UMBRELLA FORM				AGGREGATE \$
	<input type="checkbox"/> OTHER THAN UMBRELLA FORM				\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	WC 247870700	06/01/01	06/01/02	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER \$
	THE PROPRIETOR/PARTNERS/EXECUTIVE OFFICERS ARE: <input type="checkbox"/> INCL <input checked="" type="checkbox"/> EXCL				EL EACH ACCIDENT \$ 1,000,000
					EL DISEASE-POLICY LIMIT \$ 1,000,000
					EL DISEASE-EACH EMPLOYEE \$ 1,000,000
OTHER					

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS (LIMITS MAY BE SUBJECT TO DEDUCTIBLES OR RETENTIONS)

Reference: Human Services Agency

**CERTIFICATE HOLDER**

San Mateo County  
400 Harbor Blvd, Building C  
Belmont, CA 94002  
Attn: Caroline DeKelaita

**CANCELLATION**

SHOULD ANY OF THE POLICIES DESCRIBED HEREIN BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED HEREIN, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS OR REPRESENTATIVES.

MARSH USA INC.  
By: John Lapreay  
MM1(9/99)

VALID AS OF: 09/10/01