



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Information Services Department

DATE: November 3, 2008
BOARD MEETING DATE: November 18, 2008
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors
FROM: Chris Flatmoe, CIO/Director of Information Services
SUBJECT: Amendment to the Agreement with Syntellect, Inc.

RECOMMENDATION:

Adopt a Resolution:

1. Waiving the Request for Proposal Process (RFP);
2. Authorizing the President of the Board to execute Amendment No. 1 to the Agreement with Syntellect, Inc. to provide software support and maintenance services and professional services, as needed, for necessary system modifications to the Vista Framework, in the amount of \$196,948, for a new total fiscal obligation of \$323,132;
3. Authorizing the Purchasing Agent to purchase ongoing maintenance and support for this system to be invoiced separately and not subject to the Agreement's not to exceed amount; and
4. Authorizing the Chief Information Officer or his designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

VISION ALIGNMENT:

Commitment: Responsive, effective and collaborative government.

Goal (21): County employees understand, support and integrate the County vision and goals into their delivery of services.

The Agreement contributes to this commitment and goal since it will provide faster services to a greater number of Medi-Cal families by increasing the functionality of the voice response system used by many HSA clients.

PERFORMANCE MEASURES:

Measure	FY 2007-08 Actual	FY 2008-09 Projected
Number of medium and large IT Projects completed	85	90
Percent of medium and large IT projects that are completed on time	84%	85%
Percent of medium and large IT projects that are completed within budget	87%	90%

BACKGROUND:

In FY 2003-04, an RFP was conducted to find a vendor who could provide a framework that would support inbound and outbound telephone (touchtone, voice, and fax) service and web transactions in relation to HSA's Medi-Cal-related services. The Board of Supervisors approved an Agreement with Syntellect, Inc. which allowed the County to purchase Vista Framework software and services. The Vista Framework works in conjunction with a Symposium Contact Manager to provide the Heath Insurance Tele-Center (HIT) with an Integrated Voice Response (IVR) and Automated Call Distribution (ACD) phone system.

In July 2005 and July 2007, maintenance and support agreements were approved by the Board for the Vista Framework application. In October 2007, the Symposium Contact Manager product, which provides the ACD for the Contractor IVR, became unsupported by the County's telephone systems support vendor, Nortel.

DISCUSSION:

The objective of this Amendment is to integrate the existing Contractor IVR with the replacement ACD and Call Recording systems. Integrating these solutions will provide the ability to track and monitor phone calls as they traverse the three systems. Other independent vendor solutions do not track calls as they leave their system. Expanding phone automation service offered by the Contractor will ensure ongoing vendor support, reduce operational overhead, provide additional call statistics, and automate call auditing.

This Amendment will permit the Contractor to implement their Customer Interaction Management system (CIM) and to provide professional services to implement system modifications and/or enhancements as needed.

The Information Services Department will be assuming responsibility over the support and maintenance of these systems and therefore will now be responsible for this Agreement.

The Contractor is a sole-source provider as they developed the initial software and have proprietary rights for upgrades and support services. Therefore, it is in the County's best interest to waive the RFP process and continue contracting with this Contractor.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination, and equal benefits. Risk Management has reviewed and approved Contractor's insurance, and County Counsel has reviewed and approved these documents as to form.

FISCAL IMPACT:

The term of the original Agreement, from August 1, 2007 to June 30, 2010, remains unchanged. The new total fiscal obligation is \$323,132. Funds have been included in ISD's Approved Budget for Fiscal Year 2008-09 and will be included in future annual budgets.

RECOMMENDED
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ASSISTANT COUNTY MANAGER