



**Contra
Costa
County**

To: Board of Supervisors
From: David Twa, County Administrator
Date: December 15, 2020
Subject: Contract with DocuSign

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Chief Information Officer to execute an Agreement with DocuSign in the amount of \$1,099,039 for electronic signature and contract lifecycle management services for a term of one year.

FISCAL IMPACT:

100% County General Fund.

BACKGROUND:

In an effort to modernize the existing manual service contract process, the County Administrator's Office, along with the Department of Information Technology procured a countywide solution for Electronic Signature and Contract Lifecycle Management (CLM). After thorough research and discussion, the County has elected to enter into a contract with DocuSign. Their software would enable cross-functional collaboration and streamline business process to deliver services faster, conduct business remotely, and securely transfer data.

DocuSign is an industry leader in this field with over 1,500 Federal, City, County and

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **12/15/2020** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II
Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: December 15, 2020

David Twa, County Administrator and Clerk of the Board of Supervisors

Contact: Marc Shorr, Chief
Information Officer (925)608-4071

By: Laura Cassell, Deputy

cc:

Municipal Organizations already utilizing their services. Moreover, their compliance and security footprint is

BACKGROUND: (CONT'D)

extremely robust. With eSignature as a foundation of services, DocuSign has been able to further automate paper heavy manual processes with their CLM system. Contracts, agreements and other documents become digitized, and generation, routing, review and approvals become managed in a single repository integrated with eSignature. Additionally, contracts are able to be stored, tagged, and organized in one searchable place with permission controls to help increase oversight and reduce time wasted searching for information. This also helps create a fully auditable and trackable contract lifecycle to leverage business intelligence and identify bottlenecks/issues before they happen.

DocuSign has met with several Departments in the County to better understand and assess the needs of a Countywide solution. Based on these meetings, DocuSign has developed an overall timeline of one year to go live and train staff on the use of their software. The eSignature implementation will run concurrent with the CLM implementation. At the conclusion of the roll out, DocuSign will offer post production support to provide assistance and address any nuances that may arise after initial use.

Under the agreement, the County will defend and indemnify DocuSign against any third party claim to the extent arising from County's use of the DocuSign services in violation of the agreement or applicable law, or the content of the County's data processed by the DocuSign services. DocuSign's liability under the agreement is limited to the amounts paid by County under the agreement for the twelve (12) months preceding the claim, except for third-party claims and damages resulting from death or bodily injury arising from either party's gross negligence or willful misconduct.

CONSEQUENCE OF NEGATIVE ACTION:

If unapproved, the County will not be able to move forward with a Countywide solution for electronic signature and contract lifecycle management streamlining overall business processes.