



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Theresa Speiker, Employment & Human Services  
Date: December 4, 2012

Subject: Contract with Northwoods Consulting Partners, Inc., for Integrated Document Capture and Content Management Software System Services

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Employment and Human Services Interim Director, or designee, to execute a Software and Services Agreement, Software License Agreement, and Software Support Agreement with Northwoods Consulting Partners, Inc. in an amount not to exceed \$1,795,357.00 to provide integrated document capture and content management software system services for the period December 4, 2012 through June 30, 2014.

**FISCAL IMPACT:**

\$1,795,357: 100% Administrative Overhead (10% County; 45% Federal; 45% State)

**BACKGROUND:**

The Employment and Human Services Department (EHSD) is challenged with providing the highest level of customer service possible to its community given the volume of clients, compliance standards and requirements set by the state and federal government and Contra Costa County. In light of recent economic conditions, the department has witnessed an increase in clients requesting services and concomitant resource and budgetary

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **12/04/2012** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor

Candace Andersen, District II  
Supervisor

Mary N. Piepho, 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 4, 2012

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

By: Carrie Del Bonta, Deputy

Contact: Earl Maciel 3-1648

cc:

### BACKGROUND: (CONT'D)

scrutiny. Additionally, the department is seeking to improve its current processes of document receipt and capture, storage and retrieval and security and management in a manner that is consistent with the flow of work and the eligibility determination process and enables the department to operate more efficiently while ultimately saving time and money.

The EHSD's current electronic document management system, IKON Disc Image branded as CaseSTAR, was successfully implemented in 2005 to support multiple programs and services in the department.

The EEHSD intends to implement a system where all paper files are captured, stored and organized electronically. The intent is that, after document imaging is complete, the system software would allow for electronic management of case files and provide the ability to add, review, retrieve, and share the information in an efficient manner. In addition, the system selected should provide a means for organizing case files in a manner that makes good business sense and provides controls and limitations for access to the files throughout the organization.

In May of 2012, EHSD conduct a competitive bid, Request for Proposal (RFP) 1129, for agencies to submit a proposal to provide integrated document capture and content management software systems. As a result of the RFP, Northwoods Consulting Partners, Inc. submitted the selected proposal.

### CONSEQUENCE OF NEGATIVE ACTION:

The Employment and Human Services Department will be unable to provide quality services to support the Department's document imaging and electronic case management services..

### CHILDREN'S IMPACT STATEMENT:

None