



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: August 25, 2015

Subject: Purchase Order for Maintenance of Voice System(s)

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent on behalf of the Employment and Human Services Department to execute a purchase order with Carousel Industries, Inc. in an amount not to exceed \$192,523 for the maintenance of the Verint Voice System and Avaya Voice System for the period July 30, 2015 through July 29, 2016.

FISCAL IMPACT:

\$192,523: 100% Administrative Overhead (10% County; 45% State; 45% Federal)

BACKGROUND:

Carousel, Industries, Inc. will provide maintenance of the Avaya and Verint telephone systems. In doing so, Carousel Industries, Inc. will support all the Employment and Human Services Department (EHSD) call centers, including the Medi-Cal Service Center (MCSC), Health Care Access Center (HCAC), Medi-Cal Mail In Unit (MMU), and several other call centers. It also serves as the main hub for all phone traffic into EHSD and will insure staff are meeting customer service goals. These systems tie into another system, the Call Management System, that manages call queues, which also interfaces to the CalWIN Consortia. Given the complexity of the overall voice system, EHSD has identified the need

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **08/25/2015** ☒ 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

ABSENT: 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: August 25, 2015

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

By: Chris Heck, Deputy

Contact: Elaine Burres, 313-1717

cc:

to have one central contact for support.

CONSEQUENCE OF NEGATIVE ACTION:

The Employment and Human Services Department will be unable to maintain telephone systems.

CHILDREN'S IMPACT STATEMENT:

Not applicable.