



**Contra
Costa
County**

To: Board of Supervisors
From: Kathy Gallagher, Employment & Human Services Director
Date: July 12, 2016

Subject: Purchase Order for Maintenance of Verint Voice System

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 for the period July 30, 2016 through July 29, 2017. (10% County; 45% State; 45% Federal)

FISCAL IMPACT:

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

BACKGROUND:

Carousel Industries, Inc. will provide maintenance of the Verint telephone system. In doing so, Carousel Industries, Inc. will support all the Employment and Human Services Department (EHSD) call centers, including the Medi-Cal Service Center, Health Care Access Center, Medi-Cal Mail In Unit, and several other call centers. It also services as the main hub for all phone traffic into EHSD and will ensure staff are meeting customer service goals. This system ties 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 to have one central contract for support.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **07/12/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: 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: July 12, 2016

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

ABSENT: John Gioia, District I
Supervisor

By: Chris Heck, Deputy

Contact: V. Kaplan, 3-1514

cc:

CONSEQUENCE OF NEGATIVE ACTION:

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

CHILDREN'S IMPACT STATEMENT:

Not applicable.