



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: June 5, 2018

Subject: Contract with Customer Expressions Corp.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract with Customer Expressions Corp., a Canadian Corporation, in an amount not to exceed \$452,660, to provide a hosted electronic fraud investigations system for the period June 1, 2018 through May 30, 2021.

FISCAL IMPACT:

The funds allocated for this contract are 48% State (\$217,277), 42% Federal (\$190,117), and 10% County (\$45,266) in administrative overhead.

BACKGROUND:

Contractor will develop, implement, host, and maintain its proprietary i-Sight case management software, the related database and system hardware (i-Sight System) to support the fraud and appeals investigative activities of the Employment and Human Services Department (EHSD). The i-Sight System will allow EHSD to document the process of tracking and managing investigations into government assistance fraud and provide reports needed to analyze results, demonstrate trends, and prevent losses.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **06/05/2018** ☒ 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: June 5, 2018

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

By: June McHuen, Deputy

Contact: Vickie Kaplan, (925)
608-4963

cc:

BACKGROUND: (CONT'D)

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The i-Sight System will streamline the investigative workflow, allowing staff to create new cases, manage tasks, and analyze the results. The i-Sight System will enable a logical and structured workflow to ensure that all steps are tracked and completed, deadlines are met, and stakeholders are kept apprised.

The proposed contractor, Customer Expressions, Inc., was selected from a Request for Proposal (RFP) collaboration with Sacramento County. The service sought under the RFP, an electronic fraud and appeals investigation system, has been successfully implemented in Sacramento County. EHSD seeks to implement a similar system in Contra Costa County.

CONSEQUENCE OF NEGATIVE ACTION:

The Employment and Human Services Department will be unable to provide efficient services without the use of the contractor's fraud and appeals investigative system.