



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: May 21, 2019

Subject: Authorize Purchasing Agent to Issue Purchase Order

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Employment and Human Services Department (EHSD) Information Technology Unit, a purchase order with Pegasystems Inc. of Cambridge, Massachusetts, in an amount not to exceed \$181,720 to procure licenses for call center agents over the period May 15, 2019 through May 14, 2020.

FISCAL IMPACT:

This contract will increase expenditures by up to \$181,720 and will be paid out of Administrative Overhead, which is 43% Federal, 52% State and 5% County.

BACKGROUND:

EHSD's Information Technology Unit, will be purchasing licenses for call center agents at EHSD's Medi-Cal and CalFresh Service Center in Antioch, California. This licensing will enable users to auto-log into several systems and access CalWIN screens based on the incoming caller ID. The latter is a significant time saver that increases efficiency for the Department's call center agents. EHSD estimates saving over 4,000 hours of work per year, resulting in a one-year payback for the software and enabling the department to serve

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **05/21/2019** ☒ 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: May 21, 2019

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

By: Laura Cassell, Deputy

Contact: V. Kaplan, (925)
608-4963

cc:

customers in a more timely fashion.

BACKGROUND: (CONT'D)

In accordance with Administrative Bulletin No. 611.0, County Departments are required to get Board approval for single item purchases greater than \$100,000.

CONSEQUENCE OF NEGATIVE ACTION:

The Employment and Human Services Department will be at risk of not meeting standards for performance, reliability, and cost effectiveness.