



**Contra
Costa
County**

To: Board of Supervisors
From: Marc Shorr, Chief Information Officer
Date: June 22, 2021

Subject: APPROVE and AUTHORIZE the Chief Information Officer to execute order forms with DocuSign under the existing Master Services Agreement.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Chief Information Officer, Department of Information Technology, or designee, to execute order forms with DocuSign under the existing Master Services Agreement dated December 15, 2020 in an amount not to exceed \$500,000 for additional configuration services and end-user training for the Countywide Electronic Signature and Contract Lifecycle Management project for the period of February 1, 2021 through June 30, 2022.

FISCAL IMPACT:

100% General Fund.

BACKGROUND:

In December 2020, the County entered into a Master Services Agreement with DocuSign to provide a Countywide solution for Electronic Signature (eSignature) and Contract Lifecycle Management (CLM) services. DocuSign and our departments continue to meet and train on the software implementation. During these working sessions, many of our departments have

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **06/22/2021** ☒ 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 22, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Marc Shorr,
925-608-4071

cc: Nancy Zandonella

identified department-specific

BACKGROUND: (CONT'D)

areas where eSignature and CLM could significantly enhance their department-specific workflows. To address the needs of our departments, DoIT has requested additional services from DocuSign to develop and implement these department specific templates.

DocuSign will assign Customer Success Architects to work with each department to identify, prioritize, develop, and deploy specific templates that showcase new approaches to utilizing DocuSign and will determine the requirements for successful implementation including any customizations, enhancement requests, and implementation and integration issues. DocuSign will create unit test scripts, perform quality assurance testing and assist with department with user acceptance testing and training.

CONSEQUENCE OF NEGATIVE ACTION:

If this item is not approved, County departments will be unable to utilize DocuSign to enhance their workflows and improve their quality of service.