



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: March 1, 2022

Subject: Authorize Purchasing Agent to Issue Purchase Order with the CalSAWS Consortium

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent, on behalf of the Employment and Human Services Department, to execute a purchase order with the CalSAWS Consortium, a California joint powers authority, in an amount not to exceed \$289,565 and execute an order form with the CalSAWS Consortium for eleven Hewlett Packard self-service kiosks and professional services for the period June 1, 2022 through October 31, 2023.

FISCAL IMPACT:

This County purchase will increase department expenditures by \$289,565 to be funded with 87% State and 13% County revenue and is included in the Department's Fiscal Year 2022-2023 recommended budget if the advanced planning document (APD) is approved by the California Office of Systems Integration.

BACKGROUND:

On March 19, 2019, the Board of Supervisors approved execution of a Memorandum of Understanding (MOU) with the CalSAWS Consortium regarding the administration and implementation of the single statewide automated welfare system.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **03/01/2022** ☒ 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: March 1, 2022

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

Contact: Noppol Keeratiyakul
(925) 608-4961

By: Antonia Welty, Deputy

cc:

This County purchase is being entered into pursuant to the Amended and Restated

BACKGROUND: (CONT'D)

Leader Replacement System Agreement dated August 16, 2019 (the “Base Agreement”), between CalSAWS Consortium and Accenture LLP (“Accenture”). Exhibit X (Maintenance and Operations) to the Base Agreement provides that the CalSAWS Consortium members may purchase services under the Base Agreement in connection with the CalSAWS system, including services provided by Accenture’s subcontractors, such as Hyland LLC.

EHSD is requesting to purchase eleven (11) kiosks for use in the lobbies of four (4) existing County sites and the asset-tagging, configuration, and deployment of five (5) Facilitated Access Control Tablets (FACTs). The purchase also includes hardware charges, software charges, and hardware support charges for the new equipment, as well as administrative charges for equipment asset-tagging, imaging, configuration, transportation, and ongoing recurring technical infrastructure services charges for enhanced central support for the managed kiosks and FACTs, all of which are described in the County order form.

The kiosks will be used by EHSD clients to electronically submit documents and check-in for appointments. The FACTs allow workers to login using their CalSAWS credentials to assist customers in the lobby to check them in for appointments and scanning appointment letters. The FACTs can also be used for assigning kiosk flows. These enhancements save reception staff time by allowing them to focus on serving customers requiring in-person assistance.

Lobby Management and the corresponding equipment will be used by the customers and staff of EHSD beginning with cutover to CalSAWS in October 2022.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, the current lobby management system will not work when EHSD transitions to CalSAWS in October 2022, and EHSD will be unable to provide self-service imaged document submission and appointment check-in. This will increase customer wait times and result in unnecessary customer interactions and clerical workload, creating a corresponding reduction in capacity to provide lobby reception services to the public.

ATTACHMENTS

County Purchase Order - CC-02-2021

Amended and Restated Leader Replacement System Agreement dated 08.16.2019

CalSAWS Amended, Restated and Revised Leader Replacement System - Base Agreement

Approved Board Order from 03.19.2019, item D.3