



Contra  
Costa  
County

To: Board of Supervisors  
From: Joe Valentine, Employment & Human Services Director  
Date: January 17, 2012

Subject: Amend Contract with IKON Office Solutions

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract amendment with IKON Office Solutions, Inc., to increase the payment limit by \$250,000 to a new payment limit of \$1,750,000 for case stored text automated retrieval (CaseSTAR) services, for the period April 1, 2011 through March 31, 2013.

**FISCAL IMPACT:**

\$1,750,000: Administrative Overhead: 10% County; 45% State; 45% Federal

**BACKGROUND:**

The Employment and Human Services Department (EHSD) contracted with IKON Office Solutions, Inc., to provide Case Stored Automated Retrieval (CaseSTAR), a process for automating the existing paper case records to maximize staff resources and improve client services. CaseSTAR has enabled access to client case records by all caseworkers in the Client Service Center and has

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/17/2012** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I  
Supervisor  
Gayle B. Uilkema, 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: January 17, 2012

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

By: June McHuen, Deputy

Contact: Earl Maciel 3-1648

cc:

BACKGROUND: (CONT'D)

resulted in increased staff efficiency and a reduction in costs currently associated with record maintenance and service delivery.

This contract amendment serves to increase the contract payment limit by \$250,000 to cover the cost of increased usage through the contract term.

CONSEQUENCE OF NEGATIVE ACTION:

The Employment and Human Services Department will be unable to continue providing automated case management services beyond original contract payment limit.

CHILDREN'S IMPACT STATEMENT:

None