

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

314



FROM: DEPARTMENT OF PUBLIC SOCIAL SERVICES

SUBMITTAL DATE:
April 29, 2014

SUBJECT: Amendments to the Agreements with Care Access Silicon Valley and McWilliams, Mailliard Technology Group [Districts-All] [\$848,305 (to be allocated over 3 one-year terms) 44.40% Federal; 37.00% State; 17.60% County; 1.00% Realignment]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and authorize the Chair of the Board to sign the attached Amendments to the Agreements with CareAccess Silicon Valley and McWilliams, Mailliard Technology Group (AS-02365-02, AS-02366-04) to increase the Agreements for an aggregate amount not to exceed \$271,615 for the period July 1, 2013 through June 30, 2014, with the option to renew the agreements for two additional one-year periods.
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise renewal options, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the Agreements, including amendments to the compensation provision that do not exceed the annual CPI rates.
3. Authorize the Director of the Department of Public Social Services (DPSS) to administer the Agreements.

Susan von Zabern
Susan von Zabern
Director

FINANCIAL DATA	Fiscal Year 2014/2015:	Fiscal Year 2015/2016:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 288,345	\$ 288,345	\$ 848,305	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 50,749	\$ 50,749	\$ 149,301	\$	
SOURCE OF FUNDS: Federal Funding: 44.40%; State Funding: 37.00%; County Funding: 17.60%; Realignment Funding: 1.00%				Budget Adjustment: No	
				For Fiscal Year: 2013/2014	

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

BY: *[Signature]*
[Signature]

MINUTES OF THE BOARD OF SUPERVISORS

APPROVED COUNTY COUNSEL
 4-17-14
 DATE
 Department of Public Social Services
 Purchasing Agent
 Mark Seiler, Assistant Director

- Positions Added
- Change Order
- A-30
- 4/5 Vote

Prev. Agn. Ref: 6/2/09 (3.61), 6/19/12(3.42) | **District:** ALL | **Agenda Number:**

3-12

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

FORM 11: Amendments to the Agreements with Care Access Silicon Valley and McWilliams, Mailiard Technology Group without [Districts-All][\$865,345 (to be allocated over 3 one-year terms) 44.40% Federal; 37.00% State; 17.60% County; 1.00% Realignment]

DATE: April 29, 2014

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BACKGROUND:

The Council on Aging, Silicon Valley is the State designated Area Agency on Aging (AAA) for Santa Clara County. The Council on Aging, Silicon Valley, through a California Department of Aging Long Term Innovation Grant, developed a Virtual Private Portal (VPP) called CareAccess as a web based portal that would provide a single data management tool for Adult Protective Services (APS), In-Home Supportive Services, Multipurpose Senior Service Programs and other organizations working with aging populations. The goal of CareAccess is to co-locate applications serving aging populations at a single server location, reduce set up costs, eliminate investments in hardware, server software, desktop hardware and give the potential for future data sharing. Costs for upgrades and enhancements in response to state mandates are shared by participating counties. The Council on Aging selected McWilliams, Mailiard Technology Group (MMTG) to provide database systems to serve as the back end of the web portal. MMTG provides APS Automated Client Tracking System (AACTS), which has been developed specifically for California APS programs. The Council on Aging requires, as part of their Agreement, that its licensees contract with MMTG for a database system.

On June 6, 2006 (Agenda Item #3.43), the Board of Supervisors approved the sole source procurement of CareAccess and MMTG/AACTS to provide the state case management system for DPSS Adult Services Division (ASD). On June 19, 2012 (Agenda Item #3.42), the Board approved the renewal of these Agreements, with options to renew through 2015. Due to the rising increase in client service needs, ASD is projecting an increase of up to 56 additional staff for more manageable workloads. As a result of the increase, additional access licenses, software subscriptions and upgrades/enhancements are needed to support the current operations and to improve operational efficiency in ASD.

DPSS Contracts conducted a market research to ascertain what case management systems other counties were utilizing and to compile a broad assortment of possible commercial solutions for DPSS' needs. As a result of the research, County Purchasing anticipates the release of a Request for Proposal (RFP) soliciting proposals from qualified vendors to provide an adult service case management system to determine the most feasible system for DPSS' needs and the best overall value for the County. Therefore, DPSS is requesting approval of the Amendments to the Agreements with CareAccess and MMTG to Increase the Maximum Reimbursable Amounts (MRA) by \$6,790 from \$47,880.00 to \$54,670.00, and by \$109,905.00 from \$107,040.00 to \$216,945.00 respectively, with the option to renew the Agreements for two one-year periods during the RFP bid process and contract award period.

Impact on Residents and Businesses

These programs will allow DPSS to better stay in compliance with State mandates and reporting requirements, and will improve the delivery of service to the County's aging population.

SUPPLEMENTAL:

Additional Fiscal Information

Sufficient funding has been allocated to cover the cost for this purchase. Due to different activation dates and multiple training dates scheduled, DPSS realized cost savings in discounts for multiple AACTS End User on-site trainings for FY 13/14. The fiscal breakdown per County fiscal year is as follows:

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	FY 13/14	FY 14/15	FY 15/16
CareAccess Silicon Valley	\$54,670.00	\$71,400.00	\$71,400.00
McWilliams, Mailliard Technology Group	\$216,945.00	\$216,945.00	\$216,945.00
Totals	\$271,615.00	\$288,345.00	\$288,345.00

Contract History and Price Reasonableness

In September 2012, County Purchasing released Request for Information (RFI) No. DPARC-296 on the County's website, Public Purchase, a third party solution that hosts bids for over 7500 government agencies, and mailed copies to each of California Counties to a variety of Adult Services, Information Technology, and Purchasing staff to identify vendors as possible providers of a case management system for the aging population. The goal of the RFI was to determine whether it would be fiscally feasible to pursue other options. We received responses from 16 counties. Of those counties, six (6) do not have a case management system, six (6) currently use CareAccess/AACTS, and four (4) have a solution other than CareAccess/AACTS. We also received responses from 12 vendors. Below is a summary of the results for the most fiscally feasible options for DPSS' needs, broken down by first year cost, five (5) year cost and licensing structure.

CONTRACTOR	1 ST YEAR COST	5-YEAR COST	LICENSING STRUCTURE
Athena Software	\$70,525.00	\$322,525.00	Concurrent licensing
CaseTraq	\$38,700.00	\$187,500.00	Site license, user licenses
Community Techknowledge	\$23,590.00	\$64,150.00	User licenses
Foothill Technology	\$83,000.00	\$371,000.00	Concurrent licensing

Based on the results of the RFI, DPSS will release a Request for Proposal (RFP) seeking proposals from qualified vendors to provide a case management system for the County's aging population.

ATTACHMENTS (if needed, in this order):

A. BUDGET ADJUSTMENT

Sufficient funding has been allocated for this service. No budget adjustment is needed.

B. REVIEW/APPROVAL: County Purchasing concurs with this request.

Date: March 5, 2014

From: Susan von Zabern, Director of the Department of Public Social Services (DPSS)

To: Board of Supervisors/Purchasing Agent

Via: Purchasing Agent

Subject: Request for Sole Source Procurement for Case Management Portal Access to APS Automated Client Tracking Systems Database (AACTS).

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

Supply/Service being requested: CareAccess case management web portal and the associated APS Automated Client Tracking Systems database supported by McWilliams, Mailliard Technology Group. This access to the statewide tracking database allows various agencies that serve aging populations to co-locate applications at a single server location.

Supplier being requested: CareAccess, Silicon Valley and McWilliams Mailliard Technology Group.

Alternative suppliers that can or might be able to provide supply/service: Harmony Information Systems is an existing stand-alone case management system that was recently developed for Sonoma County. However, the shell system is in a pilot test mode, and once completed will require further testing and development for customization to meet DPSS' needs.

Extent of market search conducted: DPSS released Request for Information (RFI) No. DPARC-296 on the County's website, Public Purchase, a third party solution that hosts bids for over 7500 government agencies, and mailed copies to each of California Counties to a variety of Adult Services, Information Technology, and Purchasing staff to identify vendors as possible providers of a case management system for the County's aging population.

Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide: CareAccess and AACTS are specifically designed for California APS programs. It is capable of producing all State mandated reports required by APS. It can also assist Social Workers and Supervisors in meeting mandated milestones and timelines. More importantly it provides a uniform tool used by APS agencies across the state and houses all the data at a single location. Twelve counties are currently using CareAccess. The AACTS system is unique in that it is:

- A complete Adult Protective Services case management system
- HIPAA compliant
- Completes the monthly report form (SOC242)
- Recognized and approved for use by California Welfare Director's Association

- Developed by a grant from the Department of Aging
- Able to share data related to the Multi Senior Services Program (MSSP)
- Collaborative within the statewide APS community (i.e., Napa, San Joaquin, Monterey, Merced, and Contra Costa Counties)
- Any application modification costs would be shared by participating counties
- Will provide users with searching by name of the abuser, providing another method to keep the APS population safer

Reasons why my department requires these unique features and what benefit will accrue to the county: These programs will allow DPSS to better stay in compliance with State mandates and reporting requirements, and will improve the delivery of services to the County's aging population. Because CareAccess and MMTG have provided, with satisfaction, a viable service to DPSS for the past seven (7) years, continuing with the current programs will ensure all data is PI compliant and client safety is uncompromised.

Price Reasonableness: Previously, in discussion with other counties using both components, the pricing to all counties is consistent. The costs for upgrades and enhancements to AACTS is based on a per user fee, which is standard to each county.

Does moving forward on this product or service further obligate the county to future similar contractual arrangements? No

Period of Performance: July 1, 2012 through June 30, 2016

Susan von Zubern 4/15/14
 Department Head Signature Date

Purchasing Department Comments:

Approve Approve with Condition/s Disapprove

Not to exceed: \$ 288,345 One time Annual Amount through 6-30-2016

[Signature] 14-17-14 14-464
 Purchasing Agent Date Approval Number
(Reference on Purchasing Documents)

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
AMENDMENT # 4 TO THE PROFESSIONAL SERVICES AGREEMENT WITH

McWilliams, Mailliard Technology Group, Inc.

PROFESSIONAL
SERVICES CONTRACT: AS-02366-04
CONTRACT TERM: July 1, 2013 through June 30, 2014
EFFECTIVE DATE
OF AMENDMENT: July 1, 2013
MAXIMUM AMOUNT: \$216,945.00

The Agreement between the Riverside County, Department of Public Social Services, hereinafter referred to as DPSS, and McWilliams, Mailliard Technology Group, Inc., hereinafter referred to as Contractor, is amended in the following particulars and no others:

1. On Page 2, in the upper right header, and every page thereafter, revise the Agreement numbering to read: "AS-02366-04."
2. On page 6 at Section 8.1, "TERMS & TERMINATION," revise the date to read: "June 30, 2014."
3. On page 19, EXHIBIT I, BUDGET, replace with the attached revised EXHIBIT I.

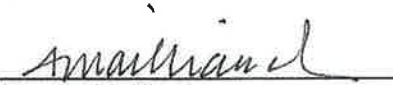
All other terms and conditions of this Agreement shall remain unchanged and in full force and effect.

The undersigned, as authorized representatives of DPSS and Contractor, respectively, certify the establishment of the Amendment #4 to the Agreement.

County of Riverside

McWilliams, Mailliard
Technology Group, Inc

Jeff Stone
Chairman of the
Board of Supervisors



Antoinette Mailliard
President & Secretary

Date

4-15-2014

Date

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
AMENDMENT # 2
PROFESSIONAL SERVICES AGREEMENT WITH

CareAccess Silicon Valley

PROFESSIONAL
SERVICES CONTRACT: AS-02365-02
CONTRACT TERM: July 1, 2013 through June 30, 2014
EFFECTIVE DATE
OF AMENDMENT: July 1, 2013
MAXIMUM AMOUNT: \$54,670.00

The Agreement between the Riverside County, Department of Public Social Services, hereinafter referred to as DPSS, and CareAccess Silicon Valley, hereinafter referred to as Contractor, is amended in the following particulars and no others:

1. On page 1 in the upper right hand corner, and every subsequent page thereafter, revise the Agreement Number to read: "AS-02365-02."
2. On page 8 at Section VI.6.01., "TERM OF AGREEMENT," revise the date to read: "June 30, 2014."
3. On page 16, EXHIBIT B, FEE SCHEDULE, replace with the attached revised Exhibit B.

All other terms and conditions of this Agreement shall remain unchanged and in full force and effect.

The undersigned, as authorized representatives of DPSS and Contractor, respectively, certify the establishment of the Amendment #2 to the Agreement.

County of Riverside

CareAccess Silicon Valley

Jeff Stone
Chairman of the
Board of Supervisors



Edith Gong
Director

Date

4/15/14

Date

FORM APPROVED COUNTY COUNSEL

BY:  4-17-14
ELENA M. BOEVA DATE

EXHIBIT B to the
FEE SCHEDULE

CAREACCESS FEE SCHEDULE

CareAccess Portal	Amount
FY 13/14 - Registered User Fee	\$35 per person x 114 users x 3 months = \$11,970.00
FY 13/14 - Registered User Fee	\$35 per person x 114 users x 9 months = \$35,910.00
FY 13/14 - Registered User Fee	\$35 per person x 30 new users x 3 months = \$3,150.00
FY 13/14 - Registered User Fee	\$35 per person x 26 new users x 4 months = \$3,640.00
Total	Not to exceed \$54,670.00
FY 14/15 - Registered User Fee	\$35 per person x 170 users x 3 months = \$17,850.00
FY 14/15 - Registered User Fee	\$35 per person x 170 users x 9 months = \$53,550.00
Total	Not to exceed \$71,400.00
FY 15/16 - Registered User Fee	\$35 per person x 170 users x 3 months = \$17,850.00
FY 15/16 - Registered User Fee	\$35 per person x 170 users x 9 months = \$53,550.00
Total	Not to exceed \$71,400.00