

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



ITEM: 3.39
(ID # 18773)

MEETING DATE:
Tuesday, April 26, 2022

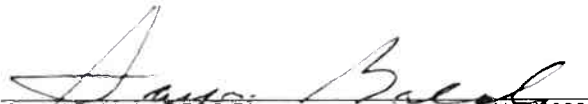
FROM : PUBLIC SOCIAL SERVICES:

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Approve Amendment No. 2 to the Professional Services Agreement DPSS-0002101 with Call Center Sales Pro Inc. for after-hours and emergency answering services. All Districts. [Total Increase: \$23,260; Total Aggregate: \$105,260 and up to \$21,052 in additional compensation; Funding: 40% Federal, 8% State, 3% County, 49% Realignment]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Amendment No. 2 to the Professional Services Agreement DPSS-0002101 with Call Center Sales Pro for after-hours and emergency answering services to increase the total aggregate amount by \$23,260 from \$82,000 to \$105,260 through the current expiration date of June 30, 2022 and authorize the Chair of the Board to sign the amendment on behalf of the County.
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments that make modifications to the scope of services that stay within the intent of the Agreement, and (b) sign amendments to the compensation provisions that do not exceed the sum total of twenty percent (20%); up to \$21,052 in additional compensation.

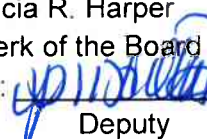
ACTION:Policy


Sayori Baldwin, DPSS Director 4/12/2022

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel seconded by Supervisor Jeffries and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Perez, and Hewitt
Nays: None
Absent: Washington
Date: April 26, 2022
xc: DPSS

Kecia R. Harper
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$23,260	\$0	\$23,260	\$0
NET COUNTY COST	\$698	\$0	\$698	\$0
SOURCE OF FUNDS: 40% Federal, 8% State, 3% County, 49% Realignment			Budget Adjustment:	No
			For Fiscal Year:	21/22

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

DPSS is seeking a request to increase the total aggregate amount to cover billing through the end of the fiscal year. The amendment will increase the aggregate maximum reimbursable amount (MRA) by \$23,260 from \$82,000 to \$105,260. As a result, DPSS will be able to meet the increased need for answering services.

The Adult Services Division (ASD) within DPSS provides a system of in-person response for reports of dependent adult and elder abuse 24-hours per day, 7-days per week. ASD has utilized telephone answering services to respond to after-hours calls made by reporters who call to report dependent and elder adults abuse within Riverside County.

Additionally, the Children Services Division (CSD) within DPSS operates a 24-hour child abuse hotline to receive reports of abuse and neglect of children under the age of 18 years old and utilizes telephone answering services for emergency situations.

Call Center Sales Pro Inc. has demonstrated that they have the capability to provide answering services to DPSS during normal business hours, emergency situations, and after-hours, then route emergency calls to Adult Protective Services (APS) and Children Services Division (CSD) screeners when required.

Impact on Residents and Businesses

These services will benefit the vulnerable adults and youth that are alleged victims of abuse and neglect within Riverside County.

Additional Fiscal Information

Total payment under this Agreement shall not exceed in aggregate \$105,260.

Annually, payments shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
Effective date through June 30, 2020	\$2,000

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

July 1, 2020 through June 30, 2021	\$39,000
July 1, 2021 through June 30, 2022	\$64,260
Total	\$105,260


This item will also allow for County Counsel to sign amendments with compensation provisions that do not exceed the sum total of twenty percent (20%); up to \$21,052 of the aggregate amount in additional compensation.

Contract History and Price Reasonableness

Riverside County Purchasing signed the original Agreement as an emergency procurement on June 18, 2020 for an aggregate amount of \$52,000 with New Connections Answering Services. On July 7, 2021 Riverside County Purchasing signed Amendment No. 1 to change the company name to Call Center Sales Pro and to increase the aggregate budget to \$82,000 to meet the need for answering services.

Call Center Sales Pro (formerly New Connections Communication Services, Inc.) was selected to perform these services from a formal bid solicitation conducted in May of 2017 (RFQ # DPARC-522). Call Center Sales Pro was ranked number three of four vendors that were evaluated. The first vendor (SourceCorp, Inc.) was contracted by DPSS in 2016 to provide answering services; however, this company relocated overseas in 2019. Since this occurred, DPSS contracted with Inland Desert Security & Communications in December 2019, which is the company that was recently a victim of identity theft and fraud. Based on the evaluation criteria, Call Center Sales Pro (formerly New Connections Answering Service) was the next qualified vendor available to perform the service required by DPSS. The original period of performance through RFQ # DPARC-522 was five (5) years from July 1, 2017 through June 30, 2022. Through an Emergency Procurement, DPSS requested that these answering services be awarded with Call Center Sales Pro for one (1) year, with the option to renew one (1) additional year, ending the period of performance on June 30, 2022.

ATTACHMENT A: Amendment No. 2 to Professional Services Agreement DPSS-0002101 with Call Center Sales Pro for After-Hours and Emergency Answering Services


Suzanna Hockley, Assistant Director of Purchasing and Fleet Service

4/13/2022


Brianna Lontajo, Principal Management Analyst

4/20/2022

**RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
AMENDMENT No. 2
ANSWERING SERVICES AGREEMENT WITH
CALL CENTER SALES PRO INC.**

AGREEMENT: DPSS-0002101

PERIOD OF PERFORMANCE: June 20, 2020 – June 30, 2022

EFFECTIVE DATE OF AMENDMENT: Effective Upon Signature

MAXIMUM AGGREGATE REIMBURSABLE AMOUNT: \$105,260

This Amendment No. 2 to Agreement DPSS-0002101, (hereinafter referred to as the "Agreement"), effective upon signature, is made and entered into by and between Call Center Sales Pro Inc., a Tennessee corporation, (hereinafter referred to as "CONTRACTOR") and the County of Riverside, a political subdivision of the State of California, on behalf of its Department of Public Social Services (hereinafter referred to as "COUNTY" and/or "DPSS"). COUNTY and CONTRACTOR are collectively referred to as the "Parties" and individually as the "Party."

RECITALS

WHEREAS, DPSS and CONTRACTOR previously entered into that certain Agreement DPSS-0002101, executed on June 20, 2020, whereby the CONTRACTOR agreed to provide after-hours and emergency answering services for the Adult Services Division and Children Services Division;

WHEREAS, DPSS and CONTRACTOR previously entered into that certain Amendment No. 1 to DPSS-0002101, executed July 7, 2021 and effective July 1, 2021;

WHEREAS, DPSS and CONTRACTOR desire to amend that certain Agreement to update the addresses for Civil Rights Compliance, Notices, increase the maximum reimbursable amount, and update Attachment II, PII agreement address for data breaches; and

WHEREAS, Section 40 of the Agreement allows for modifications by written amendment signed by both parties.

NOW THEREFORE, in consideration of the foregoing, and the promises and mutual covenants and conditions hereinafter set forth, the Parties hereby do agree as follows:

1. Recitals. The recitals set forth above are true and correct and incorporated herein by this reference.
2. Section 37 "CIVIL RIGHTS COMPLIANCE," subsection B, "Client Complaints" is amended with the following address to read:

Civil Rights Coordinator
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street
Riverside, CA 92503
assuranceandreview@rivco.org

2. Section 38 "NOTICES," is deleted in its entirety and replaced with the following:

NOTICES

All notices, claims, correspondence, or statements authorized or required by this Agreement shall be deemed effective three (3) business days after they are made in writing and deposited in the United States mail addressed as follows:

COUNTY:

Department of Public Social Services
Contracts Administration Unit
10281 Kidd Street
Riverside, CA 92503

Invoices and other financial documents:

Department of Public Social Services
Fiscal/Management Reporting Unit
4060 County Circle Drive
Riverside, CA 92503
Email: ClientServicesContracts@rivco.org

CONTRACTOR:

Call Center Sales Pro Inc.
2550 9th Street
Suite 113
Berkeley, CA 94710

CONTRACTOR "Remit To" address:

Call Center Sales Pro Inc. -
2550 9th Street
Suite 113
Berkeley, CA 94710

3. Schedule A "Payment Provisions" Section A.1 "MAXIMUM AMOUNTS-ANNUAL AND AGGREGATE TOTALS", is deleted in its entirety and replaced with the following:

Total payment under this Agreement shall not exceed in aggregate \$105,260.

Annually, payments shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
Effective date through June 30, 2020	\$2,000
July 1, 2020 through June 30, 2021	\$39,000
July 1, 2021 through June 30, 2022	\$64,260
Total	\$105,260

- a. Funds may be moved between the fiscal years if approved in advance by DPSS and provided that the maximum aggregate amount of the contract is not exceeded.

4. ATTACHMENT II: PII PRIVACY AND SECURITY STANDARDS” Section VI: NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS data breach address is amended to read:

DPSS Privacy Officer
 Assurance and Review Services
 Riverside County Department of Public Social Services
 10281 Kidd Street
 Riverside, CA 92503
privacyincident@rivco.org

- 5. Signed in Counterparts. This Agreement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all counterparts together shall constitute a single agreement.
- 6. Electronic Signatures. Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (“CUETA”) Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the- electronic signature(s) included herein are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of “electronic signature” as defined in subdivision (i) of Section 1633.2 of the Civil Code.
- 7. Miscellaneous. All other terms and conditions of the Agreement not modified herein shall remain unchanged and in full force and effect.
- 8. Effective Date. Amendment No. 2 to the Agreement shall become effective upon signature of both parties.

IN WITNESS WHEREOF, the undersigned, as authorized representatives of DPSS and CONTRACTOR, respectively, certify the establishment of Amendment No. 2 to the Agreement.

The County of Riverside, a political subdivision
of the state of California, on behalf of its
Department of Public Social Services

Call Center Sales Pro Inc.
a Tennessee Corporation

Jeff Hewitt

Jeff Hewitt
Chair, Board of Supervisors

Janet Livingston
President

May 3, 2022

Date

Date

Approval as to Form
County Counsel

By: _____
Katherine Wilkins
Deputy County Counsel IV

Date

ATTEST:
KECIA R. HARPER, Clerk
PRISCILLA RASSO
By: _____
DEPUTY



The County of Riverside, a political subdivision
of the state of California, on behalf of its
Department of Public Social Services

Call Center Sales Pro Inc.
a Tennessee Corporation

Janet C Livingston

Jeff Hewitt
Chair, Board of Supervisors

Janet Livingston
President

Apr 6, 2022

Date

Date

Approval as to Form
County Counsel

KWilkins

Apr 6, 2022

By: _____
Katherine Wilkins
Deputy County Counsel IV

Date