

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



**ITEM: 3.51  
(ID # 25270)**

**MEETING DATE:**

Tuesday, June 25, 2024

**FROM :** PUBLIC SOCIAL SERVICES

**SUBJECT:** DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Ratify and Approve Amendment No. 2 to the Professional Services Agreement # DPSS-0004077 with Dr. Thomas Sy dba MINDTAPP for Coaching, Training, and Organizational Development to increase the annual agreement amount by \$25,000 from \$100,000 to \$125,000 for FY 23/24, extend the contract term for one additional year through June 30, 2025 with options to renew for two additional years through FY 26/27; All Districts. [Total Cost \$500,000; up to \$75,000 in additional compensation. Federal 45%, State 22%, County (Department Budget) 7%, Realignment 26%]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify and approve Amendment No. 2 to the Professional Services Agreement # DPSS-0004077, with Dr. Thomas Sy dba MINDTAPP for Coaching, Training, and Organizational Development to increase the annual agreement amount from \$100,000 to \$125,000 for FY 23/24 through FY 26/27, extend the contract term for one additional year through June 30, 2025; and authorize the Chair of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with ordinance No. 459, based on the availability of fiscal funding and 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; (b) sign amendments to the compensation provisions that do not exceed the sum total of fifteen percent (15%) annually, and (c) to issue a Purchase Order for any goods and/or services rendered.

**ACTION:Policy**

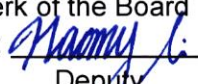
  
Charity Douglas, DPSS Director 6/10/2024

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: June 25, 2024  
xc: DPSS

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$125,000	\$125,000	\$500,000	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> Federal 45%, State 22%, County (Dept. Budget) 7%, Realignment 26%			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	23/24 – 26/27

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

Riverside County Department of Public Social Services (DPSS) is continuing to develop and implement a strategic division-wide performance management system to support the County's strategic alignment efforts in accordance with state-mandated Continuous Quality Improvement (CQI) principles by providing consultation and technical assistance in furtherance of the County's goals, strategies, and initiatives.

On November 1, 2021, Riverside County Purchasing and Fleet Services on behalf of DPSS released Request for Qualifications (RFQu) #DPARC-0595 for Coaching, Training, Organizational Development to seek vendors to assist DPSS in developing a strategic agency-wide performance management system to support the County's strategic alignment efforts in accordance with state-mandated CQI principles. Dr. Thomas Sy dba MINDTAPP was one (1) of six (6) vendors who qualified to provide this service.

MINDTAPP provides organizational development consultation activities in conjunction with departmental priorities for overall quality improvement; provides coaching for Executive Sponsors; and provides oversight and administration of graduate assistants and the DPSS Core Planning team.

MINDTAPP has assisted DPSS in its pursuit of meeting CQI principle benchmarks. These benchmarks entail assessing the system and its processes, employing statistical analysis to pinpoint both areas of concern and areas of strength. Additionally, they involve the formation of cross-functional teams comprising employees, management, and executives. These teams are empowered to identify issues and opportunities for enhancement, develop viable solutions, and present them effectively.

DPSS has exhausted the number of consultation hours available in the agreement. The additional requested hours will help provide the DPSS executive team with the coaching and training hours necessary to assist the department in accomplishing additional CQI principles goals.

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**Impact on Residents and Businesses**

DPSS continues to strive to provide excellent customer service to customers. To achieve this goal, DPSS executive team relies on the expertise provided by MINDTAPP to assist in achieving higher goals of customer satisfaction.

**Additional Fiscal Information**

MINDTAPP funding comes from the following: 45% Federal, 22% State, 7% County General Fund (within department's budget), and 26% Realignment.

The total annual payments to MINDTAPP shall not exceed the following:

Fiscal Year Period	Original Annual Amount	Amended Annual Amount
FY23/24	\$100,000	\$125,000
FY24/25	\$100,000	\$125,000
*Option 3: FY25/26	\$100,000	\$125,000
*Option 4: FY26/27	\$100,000	\$125,000
Total with options		\$500,000

\*Renewal options

**Contract History and Price Reasonableness**

The MINDTAPP agreement is a direct result of competitive bid RFQu #DPARC-0595. The DPSS executive team continues to use tools developed by Dr. Thomas Sy to advance the department's adherence to Continuous Quality Improvement principles.

Under Purchasing Agent authority, Professional Services Agreement DPSS-0004077 with Dr. Thomas Sy, dba MINDTAPP was executed on June 13, 2022, with a term initiating from July 1, 2022 through June 30, 2023 with the option to renew for four (4) additional one (1) year terms.

Under Purchasing Agent authority, Amendment No. 1 to the Agreement was executed June 6, 2023 and effective July 1, 2023, to exercise renewal option 1 from July 1, 2023 to June 30, 2024.

This Amendment No. 2 will increase the maximum reimbursable annual amount by \$25,000 from \$100,000 to \$125,000 for FY 23/24 through FY 26/27 and exercise the second renewal option commencing on July 1, 2024 through June 30, 2025.

With Board approval, DPSS will continue its commitment to pursue exemplary customer service standards and leverage Dr. Thomas Sy's coaching methodologies to further its attainment of CQI principle goals and objectives.

This action requires Board approval as the annual compensation amount exceeds the Purchasing Agent's authority per Ordinance 459.

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ATTACHMENT

A. Amendment No. 2 to DPSS-0004077 Dr. Thomas Sy dba MINDTAPP

  
\_\_\_\_\_  
Kimberly Cruz 6/11/2024

  
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Meghan Hahn, Director of Procurement 6/11/2024

  
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Brianna Lontajo, Principal Management Analyst 6/19/2024

  
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Gregg Gu, Chief of Deputy County Counsel 6/11/2024

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES  
AMENDMENT # 02  
COACHING, TRAINING, ORGANIZATIONAL DEVELOPMENT  
THOMAS SY dba MINDTAPP

PROFESSIONAL SERVICES AGREEMENT:	DPSS-0004077
ORIGINAL PERIOD OF PERFORMANCE:	July 1, 2022 – June 30, 2023
EFFECTIVE DATE OF AMENDMENT:	Upon Signature
ORIGINAL ANNUAL MAXIMUM REIMBURSABLE AMOUNT:	\$100,000.00
AMENDED ANNUAL MAXIMUM REIMBURSABLE AMOUNT	\$125,000.00

This Amendment No. 2 ("Amendment #02") effective upon signature ("Effective Date") to the Professional Services Agreement #DPSS-0004077 for Coaching, Training, Organizational Development dated July 1, 2022 ("Agreement") and renew dated July 1, 2023 by and between the County of Riverside, a political subdivision of the State of California ("County") and Thomas Sy dba MINDTAPP, a sole proprietor ("Contractor"). County and Contractor may be referred to herein collectively as the "Parties".

**RECITALS**

**WHEREAS**, the Parties previously entered into the Agreement for Coaching, Training Organizational Development services effective June 13, 2022; and

**WHEREAS**, Section 3 (Period of Performance) of the Agreement provided for a term of one (1) year, commencing July 1, 2022 through June 30, 2023 ("Initial Term"), and further provided for the renewal for up to three (3) additional terms of one (1) year each, at County's sole option; and

**WHEREAS**, County has elected to exercise its Option 1 to renew the Agreement for a one-year term to provide Coaching, Training, Organizational Development Services commencing on July 1, 2023 through June 30, 2024 via Amendment # 1, and

**WHEREAS**, Section 39 of the Agreement allows for modifications by written amendment signed by both parties; and,

**WHEREAS**, COUNTY and CONTRACTOR now desire to amend the Agreement to increase the annual maximum reimbursable amount to \$125,000.00 annually, renew for Option Fiscal year 2024/25, and adjust the Unit of Services and Number of Hours Per Annum upon effective date of amendment through June 30, 2027, all in accordance with terms and conditions (T&C) attached hereto and incorporated herein by this reference.



**NOW THEREFORE**, in consideration of their mutual covenants, COUNTY and CONTRACTOR agree to amend the Agreement according to the terms and in the manner set forth herein:

**NOW THEREFORE**, in consideration of their mutual covenants, County and Contractor agree to renew and extend the Initial Term of the Agreement according to the terms and in the manner set forth herein:

1. **Recitals.** The recitals set forth above are true and correct and incorporated herein by this reference.
2. Amend Schedule A, Section A.1 MAXIMUM AMOUNTS –ANNUAL TOTALS to read:

**A.1 MAXIMUM AMOUNTS – ANNUAL TOTALS**

The total annual payments to CONTRACTOR shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
July 1, 2022 through June 30, 2023	\$100,000.00
Option 1: July 1, 2023 through June 30, 2024	\$125,000.00
Option 2: July 1, 2024 through June 30, 2025	\$125,000.00
Option 3: July 1, 2025 through June 30, 2026	\$125,000.00
Option 4: July 1, 2026 through June 30, 2027	\$125,000.00
Total Contracted Amount	\$600,000.00

3. Amend Schedule A, Section A.2 UNIT OF SERVICES to read:

**A.2 UNIT OF SERVICE**

The following table outlines the breakdown of the total cost by hourly rate per fiscal year starting with FY 2023/24:

	Number of Hours Per Annum	Hourly Rate	Subtotal
Consultation and Coaching	93	\$400	\$37,200
Consultation and Training	93	\$400	\$37,200
Organizational Development	126.5	\$400	\$50,600
		Total	\$125,000

4. **Miscellaneous.** All other terms and conditions of the Agreement not modified herein shall remain unchanged and in full force and effect.
5. **Effective Date.** This Amendment # 02 shall become effective May 1, 2024 through June 30, 2025. DPSS will request Optional renewals via future amendments.

**IN WITNESS WHEREOF**, the undersigned, as authorized representatives of County and Contractor, respectively, certify the establishment of Amendment # 02 to the Professional Services Agreement.

County of Riverside

Thomas Sy dba MINDTAPP

*Chuck Washington*

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Chuck Washington  
Chairman, Board of Supervisor

Jun 26, 2024

\_\_\_\_\_  
Date

*Thomas Sy*

Digitally signed by Thomas Sy  
DN: cn=Thomas Sy, o, ou,  
email=dr.tom.sy@gmail.com, c=US  
Date: 2024.06.10 11:50:25 -07'00'

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Thomas Sy  
Owner

6/10/24

\_\_\_\_\_  
Date

Approval as to Form  
County Counsel

By: *Gregg Gu*  
\_\_\_\_\_  
Gregg Gu  
Deputy County Counsel

Date: Jun 10, 2024  
\_\_\_\_\_



ATTEST:

KIMBERLY A. RECTOR, Clerk

By: *Cindy Fernandez*  
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DEPUTY