

COUNTY OF EL DORADO

HEALTH & HUMAN SERVICES

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AGENCY DIVISIONS

Administration & Finance
Behavioral Health
Community Services
Protective Services
Public Health
Self-Sufficiency

DATE: July 8, 2024

TO: Honorable Board of Supervisors
Tiffany Schmid, Chief Administrative Officer

FROM: Olivia Byron-Cooper, Director of Health & Human Services *OBC*

SUBJECT: Retroactive Renewal of Purchase Contract – Item 24-1102, 08/13/2024
Central Cost Energy Services, #8666

This memo is to notify you that retroactive contract #8666 renewal with Central Coast Energy Services, Inc. (CCES) for Servtraq Software has been requested by the Health and Human Services Agency (HHS) Community Services Division and is on the Board of Supervisor's Agenda for August 13, 2024 (File ID: 24-1102).

LIHEAP provides services to assist eligible low-income households in meeting their energy needs. CCES provides the essential software for processing LIHEAP applications, tracking Home Weatherization Program jobs, completing mandatory state reporting, and other activities critical for program delivery.

HHS is requesting the Board approve this retroactive start date due to delays in processing of the renewal contract, as while the request was assigned to a prior HHS Purchasing staff member, the request was overlooked in the time immediately following the assigned staff member's departure. Current HHS Purchasing staff became aware of the pending Purchase Contract about a month after the fact, after which the resulting processing of the contract had to go through various County departments including the internal Information Technology (IT) review which took several weeks to allow the vendor to complete all required IT documentation. Consequently, the previous contract expired prior to this proposed renewal contract being finalized, which resulted in a gap in services. As the software services are crucial to LIHEAP, the vendor agreed to continue providing ServTraq access to HHS staff while this renewal was being finalized.

To ensure program continuity, and no loss in service to the community or State reporting requirements and tracking, HHS is requesting the Board approve the retroactive contract with CCES for continued usage of their proprietary ServTraq software.

As always, please let me know if you have any questions or would like to discuss anything further.