

**CHIEF ADMINISTRATIVE OFFICE**  
**Procurement and Contracts Division**

Date Received

**NON-COMPETITIVE PURCHASE REQUEST JUSTIFICATION**

Required for all (non-emergency) sole source acquisitions in excess of \$5,000.00 and sole source service requests in excess of \$100,000.00.

This justification document consists of three (3) pages. All information must be provided and all questions must be answered. **Department Head approval is required.**

**Requesting Department Information**

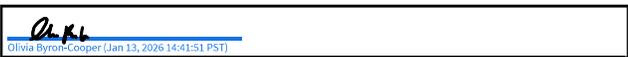
Department: 51-Social Services	Org Code: 5130	
Contact Name: Alexxa Lotze	Subobject: 	User Code: 
Telephone: 530-642-4860	Fax: 530-626-7427	

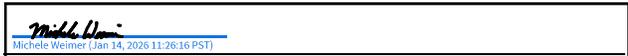
**Required Supplier / Vendor Information**

Vendor / Supplier Name: Inland Southern California 211+	Vendor / Supplier Address: 1511 S Vineyard Ave, Ontario, CA 91761
Contact Name: Christopher (Chris) Darbee	CDarbee@ISCUW.org
Estimated Purchase Price/Contract Amount: \$200,000.00	Vendor / Supplier Email Address: Chris: CDarbee@ISCUW.org; Inland: compliance@iscuw.org
Telephone: Chris Office: (909) 980-2857 ext. 220; Chris Cell: (909) 586-0753	Fax: 

Provide a brief description of the request, including all goods and/or services the vendor/supplier will provide and supporting exemption reference from Board Policy C-17 - Procurement Policy:

The El Dorado County Health and Human Services Agency (HHS) Child Welfare Services (CWS) and Adult Protective Services (APS) divisions/programs are requesting to renew the 24-hour telephone answering and call transfer services agreement #6705 with Inland Southern California 211+ (ISC 211+). The divisions listed above are mandated to provide 24-hour telephone answering and call transfer services under various Welfare & Institutions Codes (W&IC). These HHS divisions currently have agreement #6705 in place with ISC 211+ for these mandated services to ensure that community members can call/reach a 24-hour telephone answering and call transfer service relating to mandated and non-mandated reports involving child and elder abuse/neglect, aging and disabilities, and a vaccine hotline. On 01/28/2022, the CAO released RFP 22-915-030 to solicit providers for these telephone answering and call transfer services, and as a result of the RFP evaluative process, HHS entered into agreement #6705 with ISC 211+. This procurement is for services where the continuity of the provider will provide efficiency and critical knowledge that other providers cannot provide.

Department Head:   
Olivia Byron-Cooper (Jan 13, 2026 14:41:51 PST)  
Signature

Purchasing Agent:   
Michele Weimer (Jan 14, 2026 11:26:16 PST)  
Signature

Board of Supervisors:	P&C Assignment:
Date: <input type="text"/>	Assigned To: <input type="text"/>
Item: <input type="text"/>	Date: <input type="text"/>

**A. The good/service requested is restricted to one supplier for the reason stated below:**

1. Why is the acquisition restricted to this goods/services supplier? (Explain why the acquisition cannot be competitively sourced. Explain how the supplier is the only source for the acquisition.)

The El Dorado County HHSA CWS and APS divisions/programs currently have agreement #6705 in place with ISC 211+ for the mandated 24-hour telephone answering and call transfer services. On 01/28/2022, the CAO released RFP 22-915-030 to solicit providers for these telephone answering and call transfer services, and as a result of the RFP evaluative process, HHSA entered into agreement #6705 with ISC 211+ effective 04/10/2023. Prior to agreement #6705 with ISC 211+, the divisions contracted with Lacuna Health, LLC (previously known as New Connections) for similar services via agreement #4727 from 05/01/2020 to 04/30/2023. This renewed agreement/procurement for ISC 211+ is for services where the continuity of the provider will provide efficiency and critical knowledge that other providers cannot provide.

2. Provide the background of events leading to this acquisition.

05/01/2020 to 04/30/2023: Entered into Lacuna Health, LLC (previously known as New Connections) agreement #4727.

05/17/2022 (BOS File #22-0777): On 01/28/2022, RFP 22-915-030 was released and was awarded to ISC 211+.

04/10/2023 to 04/09/2026: Entered into ISC 211+ agreement #6705. Coming up for renewal in a few months.

05/21/2024 (BOS File #24-0797: On 05/21/2024, 1st amendment to ISC 211+ agreement #6705 was executed to increase the Maximum Obligation and update standard contract language.

\*\*\*PENDING\*\*\* 04/10/2026 to 04/09/2029: Current ISC 211+ agreement #6705 is due for renewal effective 04/09/2026. Since the proposed Maximum Obligation amount for the renewed agreement (\$200,000) exceeds purchasing authority, this renewal request is required to be approved by the BOS.

3. Describe the uniqueness of the acquisition. (Why was the goods/services supplier chosen?)

ISC 211+ is Alliance of Information & Referral System (AIRS) accredited, which is the only credential specifically geared to assess quality, compliance, and information exchange for information and referral service providers committed to improving access to human services. ISC 211+ has operated its Contact Center since 2005 and has over 15 years of related experience in managing County/City government contracts for operating call lines for mandated and non-mandated HHSA jurisdictions, serving rural and urban communities. Furthermore, previous RFP 22-915-030 was awarded to ISC 211+ after the evaluative process, which resulted in the current agreement #6705 with ISC 211+.

4. What are the consequences of not purchasing the goods/services or contracting with the proposed supplier?

Disapproval of the renewal for the ISC 211+ agreement #6075 will result in the HHSA CWS and APS divisions/programs having insufficient capacity to meet the mandated requirements for 24-hour telephone answering and call transfer services. The HHSA CWS and APS divisions/programs would also fail to meet the mandated and non-mandated report services needed to ensure the safety of community members.

5. What market research was conducted to substantiate no competition, including the evaluation of other items or service providers? (Provide a narrative of your efforts to identify other similar or appropriate goods/services, including a summary of how the department concluded that such alternatives are either inappropriate or unavailable. The name and addresses of suppliers contacted and the reasons for not considering them must be included OR an explanation of why the survey or effort to identify other goods/services was not performed.)

An effort to identify other goods/services was not performed as HHSA divisions have an existing relationship with ISC 211+ for 24-hour telephone answering and call transfer services. Transitioning to another service provider for similar services would be detrimental to the existing protocols that the HHSA CWS and APS divisions/programs have in place to ensure 24-hour telephone answering and call transfer services are provided in a timely/sufficient manner that meets mandated requirements.

Additionally, the HHSA CWS and APS divisions have determined, in accordance with El Dorado County Ordinance Section 3.13.030, paragraph (C), that this contract may be awarded to ISC 211+ for 24-hour telephone answering and call transfer services because it is in the public's best interest and that due to limited time frames, temporary or occasional nature, or schedule for the project or scope of work, the ongoing aggregate of work to be performed is not sufficient to warrant the addition of permanent staff.

**B. Price Analysis:**

1. How was the price offered determined to be fair and reasonable? (Explain what basis was used for comparison and include cost analysis as applicable.)

This was taken into account during the prior RFP #22-915-030 which was awarded to ISC 211+ (which included an evaluative process).

2. Describe any cost savings or avoidance realized (one-time or ongoing) by acquiring the goods/services from this supplier.

N/A.