

CHIEF ADMINISTRATIVE OFFICE
Procurement and Contracts Division

NON-COMPETITIVE BID PURCHASE JUSTIFICATION

Required for all sole source acquisitions in excess of \$5,000.00.

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: 53-SUDS; 54-Public Health; 56-Public Guardian	Index Code: 5330; 5400; 5600
Contact Name: Kyle Fliflet; Chris Kernes	Subobject: _____ User Code: _____
Telephone: 530-621-6129; 530-573-7956	Fax: _____

Required Supplier / Vendor Information

Vendor / Supplier Name: Inland Southern California 211+	Vendor / Supplier Address: 1511 S Vineyard Ave, Ontario CA 97161
Contact Name: Chris Darbee	CDarbee@ISCUW.org
Estimated Purchase Price: 161716	Vendor / Supplier Email Address: compliance@iscuw.org
Telephone: (909) 980-2857	Fax: _____

Provide a brief description of the acquisition, including all goods and/or services the vendor/supplier will provide:

HHSA's Public Health Division (PHD), Public Guardian (PG), and Behavioral Health Division (BHD) are requesting to renew the 24-hour telephone answering and call transfer services Agreement #6705 with Inland Southern California 211+ (ISC 211+). BHD and PHD are mandated to provide these services under various Welfare & Institutions Codes, and PHD is also mandated to provide these services under Health and Safety Code. On 1/28/22, the Chief Administrative Office (CAO) released Request for Proposals (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+. This procurement is for services where the continuity of the provider is essential to maintaining efficiency and critical knowledge that other vendors cannot provide.

Department Head: 
 Olivia Byron-Cooper (Feb 24, 2026 12:10:37 PST)
 Signature

Purchasing Agent: 
 Michele Weimer (Feb 27, 2026 14:34:24 PST)
 Signature

Board of Supervisors:
 Date: _____
 Item: _____

Buyer Assignment:
 Assigned To: _____
 Date: _____

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 bid. Explain if this is an emergency purchase or how the supplier is the only source for the acquisition.)

HHSA's PHD, PG, and BHD currently have Agreement #6705 in place with ISC 211+ for the mandated 24-hour telephone answering and call transfer services. On 1/28/22, the CAO released RFP 22-915-030 to solicit providers for these services, and as a result of the RFP evaluative process, HHSA entered into Agreement #6705 with ISC 211+ effective 4/10/23. Prior to this agreement, the divisions contracted with Lacuna Health, LLC (previously known as New Connections) for similar services via Agreement #4727 from 5/1/20 through 4/30/23. This renewed agreement/procurement for ISC 211+ is for services where the continuity of the provider is essential to maintaining efficiency and critical knowledge that other vendors cannot provide.

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

5/1/2020-4/30/2023: Entered into Lacuna Health, LLC (previously known as New Connections) Agreement #4727.
5/17/2022 (Legistar file 22-0777): On 1/28/2022, RFP 22-915-030 was released and was awarded to ISC 211+.
4/10/23-4/9/26: Entered into ISC 211+ Agreement #6705. Coming up for renewal in a few months.
5/21/24 (Legistar file 24-0797): On 5/21/24, First Amendment to Agreement #6705 (ISC 211+) was executed to increase the maximum obligation and update standard contract language.
PENDING 4/10/26-4/9/29: Current ISC 211+ Agreement #6705 is due for renewal effective 4/9/26. Since the proposed maximum obligation amount for these two renewal agreements (#10028 for PHD and #10068 for PG & BHD) totals \$161,716, exceeding purchasing authority, this renewal request is required to be approved by the Board of Supervisors.

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 competitive evaluation 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 #6705 will result in HHSA PHD and BHD having insufficient capacity to meet the mandated requirements for 24-hour telephone answering and call transfer services. HHSA PHD, PG, and BHD 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 evaluation of other items consider? (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 HHSA PHD and BHD have in place to ensure 24-hour telephone answering and call transfer services are provided in a timely and sufficient manner to meet mandated requirements.

Additionally, HHSA PHD and BHD have determined that, 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 (1 time or on-going) by acquiring the goods/services from this supplier.

N/A