



Legislation Text

File #: 18-1660, **Version:** 1

Health and Human Services Agency recommending the Board:

- 1) Approve and authorize the Chair to sign Agreement 3440 with AT&T Corporation for switch programming, and ongoing services related to the 2-1-1 El Dorado project, for a total of \$3,977 one time and \$180 plus applicable surcharges and taxes annually, effective upon execution and automatically renewing for one year periods until terminated by one of the parties thereto;
- 2) Delegate authority to the Purchasing Agent to execute further one time and perpetual agreements with telephone and wireless service providers specific to implementing 2-1-1 services, including telephone switch programming, each with a not-to-exceed amount of \$69,877, including non-financial agreements, contingent upon approval by Information Technologies, County Counsel and Risk Management; and
- 3) Delegate authority to the Purchasing Agent to execute amendments related to 2-1-1 services, if any, including amendments that do not increase the maximum dollar amount or change the term of the Agreement, and contingent upon approval by County Counsel and Risk Management, and HHS will notify the Board of such amendments on an annual basis.

FUNDING: 100% General Fund.

DISCUSSION / BACKGROUND

2-1-1 El Dorado, once launched, will be a free service available to all residents countywide, 24 hours per day, seven days per week; those who dial 2-1-1 will reach a live operator who speaks multiple languages and connects them to information about local programs and services. The 2-1-1 El Dorado system will also include a rich database of information online, and feature a website with an extensive listing of organizations and services, as well as text message capability, and more.

Currently, 38 counties in California, including Sacramento, Yolo, and Nevada Counties, have the 2-1-1 service. Ten other counties, including El Dorado, Placer, Amador, and Alpine Counties, are in the process of acquiring the 2-1-1 service for their residents.

On March 13, 2018 the Board authorized contracting with Interface Children and Family Services (Interface) to receive and manage 2-1-1 dialed calls from El Dorado County. (File ID: 18-0341, Agenda No. 19). In order for Interface to receive 2-1-1 dialed calls, local telephone service providers require programming of local telephone switches to allow 2-1-1- dialed calls to be directed to the processing call center located in Ventura County. Service providers such as AT&T, Verizon, T-Mobile, and potentially others require service level agreements and programming of local switches to direct calls from the County to the call center to successfully implement and maintain ongoing 2-1-1 telephone call processing in El Dorado County.

Agreement 3440 with AT&T for the purpose of activating service requires a one time table set up fee of \$177 and a \$3,800 programming charge. In addition there will be a nominal monthly rate of \$15 plus applicable Public Utility Commission or Federal Communications Commission mandated surcharges or applicable taxes. Expenditures for the first three years are anticipated to total approximately \$4,517 plus taxes and surcharges inclusive of one-time and ongoing charges. After

the first three (3) years, the annual fee is estimated to be approximately \$250 per year.

HHSA anticipates similar perpetual agreements will be required with Verizon, AT&T Wireless, and T-Mobile to support the 2-1-1 program and requests the Board authorize HHSA to enter into these required Agreements and delegate authority to the Purchasing Agent to execute said Agreements.

Pursuant to Section 4.5 of Board of Supervisor's Policy C-17, the perpetual term of this Agreement must be initially approved by the Board and reviewed annually thereafter to confirm the ongoing services.

PRIOR BOARD ACTIONS

- 1) 18-0341, Agenda Item 19 {03/13/2018} (HHSA-2-2-1 Request for Proposal Award)
- 2) 17-1010, Agenda Item 33 {10/10/2017} (HHSA 2-1-1 Presentation)

ALTERNATIVES

In the event that the Board declines to delegate authority to enter into 2-1-1-specific perpetual agreements, then HHSA would submit each agreement to the Board for consideration.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

Approved by Information Technology Department, County Counsel, and Risk Management

CAO RECOMMENDATION

It is recommended that the Board approve this item.

FINANCIAL IMPACT

HHSA has budgeted \$70,000 in their Administrative and Finance division for FY 2018-19 for contracts related to initiating 2-1-1 services. Following the initial start-up costs outlined in Agreement 3440 with AT&T of approximately \$4,000, and similar required agreements with other telephone companies, the ongoing support of programming is estimated to be less than \$1,000 per year, and this amount will be budgeted in future years. In the event of an increase in this amount, HHSA would return to the Board for approval.

CLERK OF THE BOARD FOLLOW UP ACTIONS

- 1) Clerk of the Board to obtain signature of Chair on two (2) original Agreements for Services 3440.
- 2) Clerk of the Board to return one (1) fully executed Agreement to the HHSA Contracts Unit at 3057 Briw Road, Placerville, CA.

STRATEGIC PLAN COMPONENT:

County Strategic Plan Goal 1 - "Healthy Communities: Improved health, well-being and self-sufficiency of El Dorado County communities, residents and visitors" and Goal 5 - "Infrastructure: Provide, operate and maintain infrastructure, public facilities and associated services that protect our community, environment and economic well-being."

CONTACT

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