



County of El Dorado

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Legislation Text

File #: 21-1005, **Version:** 1

Child Support Services recommending the Board authorize the Department to increase the not-to-exceed amount by \$59, to \$1,409 for Agreement 3270 with SurveyMonkey as the monthly subscription cost for the service has increased from \$37 to \$56 effective February 1, 2021 and the original approval is insufficient to complete the contract term.

FUNDING: State and Federal Child Support Funds.

DISCUSSION / BACKGROUND

The Department used SurveyMonkey for customer service surveys to query Child Support Services' customers about the quality of service they have received. The SurveyMonkey Terms of Use allows for the price to change at any time, which it did in February of this year. The Department has moved the customer service survey to the County website and has canceled the service with SurveyMonkey as of the end of the current billing cycle, but the new survey was not ready in time to keep the total service cost under the originally approved \$1,350. The available amount on the contract will be \$59 short of the total invoice amounts.

ALTERNATIVES

Without this approval the Department will be unable to pay the final invoice for service.

PRIOR BOARD ACTION

August 28, 2018 Legistar file 18-1194 - Original Board approval of Agreement 3270

OTHER DEPARTMENT / AGENCY INVOLVEMENT

N/A

CAO RECOMMENDATION / COMMENTS

Approve as recommended.

FINANCIAL IMPACT

Sufficient funds are available in the Child Support budget. There is no General Fund cost associated with this increase.

CLERK OF THE BOARD FOLLOW UP ACTIONS

N/A

STRATEGIC PLAN COMPONENT

Customer Service

CONTACT

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