



## Legislation Details (With Text)

**File #:** 18-1194      **Version:** 1

**Type:** Agenda Item      **Status:** Approved

**File created:** 7/26/2018      **In control:** Board of Supervisors

**On agenda:** 8/28/2018      **Final action:** 8/28/2018

**Title:** Child Support Services recommending the Board authorize the Department to accept the Terms of Use (FENIX 3270) for a website membership with SurveyMonkey to initiate a monthly subscription beginning September 1, 2018 that shall automatically renew at the end of each monthly billing cycle unless cancelled before a new billing cycle begins. The membership will be used to conduct customer service surveys for Child Support Services' customers. The monthly subscription cost is \$37. It is anticipated that the Department will utilize the service for three years for a total three year cost of \$1350.

**FUNDING:** State and Federal Funding.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. A - Blue route Survey Monkey, 2. B - Terms of Use Survey Monkey

Date	Ver.	Action By	Action	Result
8/28/2018	1	Board of Supervisors	Approved	Pass

Child Support Services recommending the Board authorize the Department to accept the Terms of Use (FENIX 3270) for a website membership with SurveyMonkey to initiate a monthly subscription beginning September 1, 2018 that shall automatically renew at the end of each monthly billing cycle unless cancelled before a new billing cycle begins. The membership will be used to conduct customer service surveys for Child Support Services' customers. The monthly subscription cost is \$37. It is anticipated that the Department will utilize the service for three years for a total three year cost of \$1350.

**FUNDING:** State and Federal Funding.

### DISCUSSION / BACKGROUND

The Department currently uses a free version of SurveyMonkey for informal in-house surveys and plans to develop customer service surveys to query Child Support Services' customers about the quality of service they have received. The paid version of the survey tool provides the ability to download and sort survey responses using Excel.

Because the subscription automatically renews and there is no stated expiration term, although it may be cancelled any time before a new billing cycle begins, the subscription is treated as a perpetual agreement. 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 these ongoing services.

### ALTERNATIVES

The Department would utilize the free version of SurveyMonkey and not have the functionality to

download, sort and analyze the survey responses from our customers.

**OTHER DEPARTMENT / AGENCY INVOLVEMENT**

County Counsel

**CAO RECOMMENDATION / COMMENTS**

The CAO recommends approval of the Department's recommendation.

**FINANCIAL IMPACT**

The Department is entirely funded by State and Federal funds and funding for the three year cost is available in the Department's current year Services and Supplies budget.

**CLERK OF THE BOARD FOLLOW UP ACTIONS**

N/A

**STRATEGIC PLAN COMPONENT**

Healthy Communities and Good Governance

**CONTACT**

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