



Mendocino County
Department of Social Services
Healthy People, Healthy Communities



Bekkie F. Emery, Director

Memorandum

Date: December 12, 2023

Division: Adult and Aging Services

Contract Info: Retro-active Amendment to Agreement with Tri- Cities Answering Service and Call Center, Inc. in the amount of \$20,000 for a New Agreement Total of \$65,000 to provide Mandatory Answering Service for Emergency Response Services effective July 1, 2022 through June 30, 2024.

Amount: \$20,000 (new amount) \$65,000 total agreement amount

Meeting Date: January 9, 2024

History: Tri- Cities Answering Service and Call Center, Inc. is currently providing legally mandated 24/7 emergency response telephone service for Social Services Adult Protective Services and Child Welfare Services. Tri- Cities Answering Service and Call Center, Inc. Pricing structure changed to a per-minute fee structure, beginning July 2023, and the department requested an amendment to the original Agreement to accommodate this change. Due to the price restructuring a Request for Proposal was drafted and completed, with Tri- Cities Answering Service and Call Center, Inc. determined to be the successful bidder. The department intends to negotiate terms with the successful bidder in the following months, with the intention of establishing a new Agreement effective July 1, 2024. To support the existing Agreement through the remainder of the 2023-2024 fiscal year, it is necessary to request additional funds and extend the current Agreement end date to June 30, 2024.

Funding: Funding source is budget 5010. Current FY cost \$40,000. Annual Recurring Cost \$40,000.

Numbers served through this agreement: These services are critical to ensure our community has a reliable and efficient means of reporting abuse. The calls are transferred to on-call social workers who are available to respond immediately to reports of abuse throughout the County. The amount of people served is solely dependent upon the amount of abuse reports received.