



Mendocino County

Legislation Details (With Text)

File #: 24-0332 **Version:** 1 **Name:**
Type: Approval **Status:** Consent Agenda
File created: 2/28/2024 **In control:** Social Services
On agenda: 3/26/2024 **Final action:**
Title: Approval of Retroactive Agreement (Third Amendment to Agreement No. SS-22-028) with Tri-Cities Answering Service and Call Center, Inc. in the Amount of \$20,000, for a New Total of \$65,000, to Provide Mandatory 24/7 Answering Services for Emergency Response Services, Effective July 1, 2022, through a New End Date of June 30, 2024 (Previous End Date: December 31, 2023)

Sponsors:

Indexes:

Code sections:

Attachments: 1. Agreement 24-044, 2. Memo, 3. Tri-Cities Answering Service & Call Center, Inc EB# 24-83, 4. Contract Face Sheet, 5. Exhibit B

Date	Ver.	Action By	Action	Result
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To: BOARD OF SUPERVISORS

From: Social Services

Meeting Date: March 26, 2024

Department Contact: Bekkie Emery **Phone:** 707-463-7761

Department Contact: Stephen White **Phone:** 707-467-5868

Item Type: Consent Agenda **Time Allocated for Item:** N/A

Agenda Title:

Approval of Retroactive Agreement (Third Amendment to Agreement No. SS-22-028) with Tri-Cities Answering Service and Call Center, Inc. in the Amount of \$20,000, for a New Total of \$65,000, to Provide Mandatory 24/7 Answering Services for Emergency Response Services, Effective July 1, 2022, through a New End Date of June 30, 2024 (Previous End Date: December 31, 2023)

Recommended Action/Motion:

Approve retroactive Agreement (third amendment to Agreement No. SS-22-028) with Tri-Cities Answering Service and Call Center, Inc. in the amount of \$20,000, for a new total of \$65,000, to provide mandatory 24/7 answering services for emergency response services, effective July 1, 2022, through a new end date of June 30, 2024 (previous end date: December 31, 2023); authorize the Social Services Director or designee to sign any future amendments to the Agreement that do not increase the maximum amount; and authorize Chair to sign same.

Previous Board/Board Committee Actions:

N/A

Summary of Request:

On July 1, 2022, Mendocino County entered into Agreement No. SS-22-028 with Tri-Cities Answering Service and Call Center, Inc. (Tri-Cities) to provide legally mandated 24/7 emergency response telephone answering services for Department of Social Services (DSS) Adult Protective Services and Child Welfare Services. The services under this Agreement are critical to ensure our community has reliable and efficient means of reporting abuse by transferring calls received by Tri-Cities to on-call social workers who are available to respond immediately to reports of abuse throughout the County.

On June 20, 2023, Mendocino County Purchasing Agent approved first Amendment No. PA-23-102, SS-22-028-A1 to extend the original contract termination date and increase the total amount to \$45,000. Tri-Cities changed their pricing structure to a per-minute fee structure in July 2023; therefore, DSS requested a second Amendment to accommodate the pricing change and shorten the termination date. Second Amendment No. PA-24-14, SS-22-028-A2 was approved on September 8, 2023, by the Mendocino County Purchasing Agent to shorten the termination date to December 31, 2023 and update the Exhibit B to reflect the pricing changes. DSS is now seeking Board of Supervisors approval of the proposed third Amendment to extend the termination date to June 30, 2024, and increase the total amount to \$65,000, in order to support the existing Agreement through the remainder of the 2023-2024 fiscal year.

Due to Tri-Cities' price restructuring, a Request for Proposals (RFP) was drafted and completed, and Tri-Cities was determined to be the successful bidder. DSS intends to negotiate terms with Tri-Cities in the following months with the intention of establishing a new Agreement effective July 1, 2024.

The proposed third Amendment to Agreement No. SS-22-028 is retroactive due to the complexity of the RFP, and the unanticipated need for additional review committee meetings. Once the proposed third Amendment is executed, it will be effective for the full term of the Agreement, from July 1, 2022, through June 30, 2024.

Alternative Action/Motion:

Return to staff for alternative handling.

Strategic Plan Priority Designation: A Safe and Healthy County

Supervisory District: All

vote requirement: Majority

Supplemental Information Available Online At: N/A

Fiscal Details:

source of funding: 5010

current f/y cost: \$40,000

annual recurring cost: \$ 40,000

budgeted in current f/y: Yes

if no, please describe:

revenue agreement: No

AGREEMENT/RESOLUTION/ORDINANCE APPROVED BY COUNTY COUNSEL: N/A

CEO Liaison: Executive Office

CEO Review: Yes

CEO Comments:

FOR COB USE ONLY

Executed By: Atlas Pearson, Senior Deputy Clerk
Date: March 26, 2024

Final Status: **Approved**
Executed Item Type: Agreement
Number: 24-044

