



County of Santa Cruz

0093

HEALTH SERVICES AGENCY

P.O. BOX 962, 1080 EMELINE AVENUE
SANTA CRUZ, CA 95061
(831) 454-4066 FAX: (831) 454-4770

HEALTH SERVICES AGENCY
ADMINISTRATION

May 18, 2001

AGENDA: June 12, 2001

BOARD OF SUPERVISORS
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

RE: Approval of Mental Health Short-Doyle Medi-Cal Technical Assistance Contract

Dear Members of the Board:

On October 3, 2000, your Board authorized the acceptance of unanticipated state and federal revenue for funding information systems enhancements needed to improve or maintain Short-Doyle Medi-Cal claiming for California counties. The State chose to allocate these funds to the counties rather than expend them at the State level, because counties can use the funds as match for Short-Doyle Medi-Cal federal funds. This, in effect, doubles the funding available to accomplish the intended tasks. These funds must be expended by June 30, 2001. This is the second fiscal year for which the State allocated these funds to Santa Cruz County.

On October 3, 2000 your Board authorized five contracts to provide project planning and the actual programming needed to enhance various state systems to improve Medi-Cal claiming. These contracts also include funding for system documentation and training of state and county staff. Attached for your Board's approval is one additional hourly rate contract needed to accomplish the goal set above as well as one amendment to a current agreement, increasing the maximum hourly amount to allow the contractor to assign senior staff to the project. The attached agreement with IBM Global Services is retroactive to May 1, 2001 due to an unavoidable delay in receiving the signed contract documents from the state. Sufficient state and federal funds exist within the 2000/01 Community Mental Health budget to fund these contracts and no additional County funds are needed nor requested.

It is, therefore, **RECOMMENDED** that your Board:

1. Approve the attached agreement with IBM Global Services (Budget Index 363103, Subobject 3665) for information systems technical assistance effective May 1, 2001 and authorize the Health Services Administrator to sign; and

2. Approve the attached amendment to the 2000/2001 agreement with ragingmouse.com, County Contract No. 2094-01 (Budget Index 363103, Subobject 3665), increasing the maximum hourly rate from \$85.00 to \$100.00 and authorize the Health Services Administrator to sign.

Sincerely,



Rama Khalsa, Ph.D.
Administrator, Health Services Agency

RK:ap

Attachment: ADM-29
Contract Amendment

RECOMMENDED



Susan Mauriello
County Administrative Officer

cc: County Administrative Office
Auditor-Controller
County Counsel
Health Services Agency
Mental Health & Substance Abuse Administration

COUNTY OF SANTA CRUZ

REQUEST FOR APPROVAL OF AGREEMENT

0095

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

FROM:

HEALTH SERVICES AGENCY (MENTAL HEALTH)

(Dept.)

SP [Signature]

(Signature)

5/24/01

(Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

- Said agreement is between the County of Santa Cruz (Mental Health and Substance Abuse Services) (Agency) and, IBM Global Services, 2710-S Gateway Oaks Dr. Ste. 200 Sacramento, CA 95833 (Name & Address)
- The agreement will provide technical assistance in SDMC systems enhancements.
- The agreement is needed to provide the above.
- Period of the agreement is from May 1, 2001 to June 30, 2001
- Anticipated cost is \$ 99,890.00 through June 30, 2001 \$160/hr (Fixed amount; Monthly rate; Not to exceed)
- Remarks: Auditor: This is a new agreement to be added to the Continuing Agreements List. Contract is at an hourly rate with no maximum amount.
- Appropriations are budgeted in 363103 (Index#) 3665 (Subobject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and have been encumbered.

are not

will be

Contract No. 02441 Date 6-1-01

GARY A. KNUTSON, Auditor - Controller

By *[Signature]* Deputy.

Need New W-9 for FAMIS

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the Health Services Administrator to execute the same on behalf of the

HEALTH SERVICES

(Agency).

County Administrative Officer

Remarks:

CS (Analyst)

By

[Signature]

Date

6/1/01

Agreement approved as to form. Date

Distribute on:

Bd. of Supv. - White
Auditor-Controller - Blue
County Counsel - Green *
Co. Admin. Officer - Canary
Auditor-Controller - Pink
Originating Dept. - Goldenrod

*To Orig. Dept. if rejected,

State of California)
County of Santa Cruz) ss

I, _____ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz, State of California, do hereby certify that the foregoing request for approval of agreement was approved by said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered in the minutes of said Board on

County Administrative Officer

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By _____ Deputy Clerk

SANTA CRUZ COUNTY HEALTH SERVICES AGENCY

**PERSONAL SERVICES AGREEMENT
CONSULTANT SERVICES**

THIS CONTRACT is entered into this **1st day of May** 2001, by and between the **COUNTY OF SANTA CRUZ**, hereinafter called **COUNTY**, and **IBM Global Services**, hereinafter called **CONTRACTOR**. The parties agree as follows:

1. **DUTIES.** CONTRACTOR agrees to exercise reasonable care and skill to accomplish the following result:

Provide technical assistance under the terms and rates listed below to assist the COUNTY and the Department of Mental Health (DMH) in the modifications to various County Services Information Systems. CONTRACTOR duties and responsibilities are detailed in Attachment A, Statement of Work. CONTRACTOR will work on the projects listed in Attachment A, Statement of Work, which is incorporated into this Agreement by this reference.

2. **COMPENSATION.** In consideration for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR at an hourly rate up to \$160.00. Compensation includes all airfare, ground transportation, hotel, and food per diem, to accomplish the result contracted for. See Attachment A, Statement of Work for estimated project cost.

3. **TERM.** The term of this Agreement shall be from May 1, 2001 until June 30, 2001.

4. **EARLY TERMINATION.** Either party hereto may terminate this Agreement at any time by giving thirty (30) days written notice to the other party.

5. **INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS.**

CONTRACTOR shall indemnify, defend, and hold harmless COUNTY (which for the purpose of paragraphs 5 and 6 shall include, without limitation, its officers, agents, employees and volunteers) from and against:

a. Any and all claims or losses, including reasonable attorney's fees resulting from such claims, by third parties for bodily injury (including death of persons), or damage to real property or tangible personal property arising from the intentional, willful or negligent acts of the CONTRACTOR, for which CONTRACTOR is legally liable. COUNTY agrees to promptly notify CONTRACTOR in writing of any such claim and agrees to cooperate with the defense and any related settlement negotiations.

b. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR'S officers, employees and agents engaged in the performance of this Agreement including, without limitation, unemployment insurance, social security and payroll tax withholding.

6. **INSURANCE.** CONTRACTOR, at its sole cost and expense, and for the full term of this Agreement (and any extensions thereof), shall obtain and maintain at minimum all of the following insurance coverage(s) and requirements. Such insurance coverage shall be

primary coverage as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be excess of CONTRACTOR'S insurance coverage and shall not contribute to it.

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If CONTRACTOR utilizes one or more subcontractors in the performance of this Agreement, CONTRACTOR shall provide evidence of insurance coverage for each subcontractor equivalent to that required of CONTRACTOR in this Agreement, unless CONTRACTOR and COUNTY both initial here ____ / ____.

a. Types of Insurance and Minimum Limits

1. Worker's Compensation in the minimum statutorily required coverage amounts. (Not required if CONTRACTOR has no employees).

2. Automobile Liability Insurance for each of CONTRACTORS vehicles used in the performance of this Agreement, including owned, non-owned (e.g., owned by CONTRACTOR'S employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage.

(c) 3. Comprehensive or Commercial General Liability Insurance coverage in the minimum amount of \$1 ,000,000 combined single limit, including coverage for: a) bodily injury, b) personal injury, c) broad form property damage, d) contractual liability, and e) cross-liability.

b. Other Insurance Provisions

1. If any insurance coverage required in this Agreement is provided on a "Claims Made" rather than "Occurrence" form, CONTRACTOR agrees to maintain the required coverage for a period of three (3) years after the expiration of this Agreement (hereinafter "post agreement coverage") and any extensions thereof. CONTRACTOR may maintain the required post agreement coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post agreement coverage being both available and reasonable affordable in relation to the coverage provided during the term of this Agreement. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of this Agreement in order to purchase prior acts or tail coverage for post agreement coverage shall be deemed reasonable.

2. CONTRACTOR hereby covenants and represents that it will notify COUNTY in writing at least thirty (30) days prior to cancellation or non-renewal of any insurance coverage required herein.

3. CONTRACTOR agrees to provide COUNTY, at or before the effective date of this Agreement, with a copy of the face page of any required insurance coverage in force on the effective date of this Agreement and any new or renewal policies effective during the term of the Agreement.

4. Any required notification or copies of documents shall be sent to: Health Services Agency, County of Santa Cruz, 1080 Emeline Ave., P.O. Box 962, Santa Cruz, CA 95061-0962.

7. EQUAL EMPLOYMENT OPPORTUNITY. During and in relation to the performance of this Agreement, CONTRACTOR agrees as follows:

- a. CONTRACTOR will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, disability, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to the following: recruitment; advertising; layoff or termination; rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, and/or transfer. CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notice setting forth the provisions of this non-discrimination clause.
8. NONASSIGNMENT OF AGREEMENT. CONTRACTOR shall not assign this Agreement to a third party without the written consent of COUNTY. Any assignment without such written consent shall automatically terminate this Agreement.
 9. PRESENTATION OF CLAIMS. Presentation and processing of any or all claims arising out of or related to this Agreement shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.
 10. RETENTION AND AUDIT OF RECORDS. CONTRACTOR shall retain records pertinent to this Agreement for a period of not less than five (5) years after final payment under this Agreement or until a final audit report is accepted by COUNTY, whichever occurs first. CONTRACTOR hereby agrees to be subject to the examination and audit by the Santa Cruz County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of five (5) years after final payment under this Agreement.
 11. ATTACHMENTS. Statement of Work
 12. PAYMENT TERMS. Net 30 days. Payment is due to CONTRACTOR 30 days from the date the equipment, software or services are received and accepted by COUNTY or 30 days from the date a correct invoice is received in the office specified by COUNTY, whichever is later.
 13. CONTRACT AMOUNT. There is no minimum or maximum dollar amount specified by this Agreement nor is there any guarantee of minimum purchase of CONTRACTOR's products or services by COUNTY.
 14. PURCHASE ORDER LIMITS. Orders for Information Technology products, services or both have no maximum per transaction.
 15. AMENDMENTS. This contract may be amended by mutual consent of the parties. No alteration or variation of the terms of this Agreement shall be valid unless made in writing, and no oral understanding or agreement not incorporated herein shall be binding on any of the parties hereto.
 16. MATERIALS OWNERSHIP AND LICENSE. CONTRACTOR will specify Materials to be delivered to COUNTY. CONTRACTOR will identify them as being "Type I Materials," "Type II Materials," or otherwise as both parties agree. If not specified, Materials will be considered Type II Materials.

Type I Materials are those, created during the Service performance period, in which COUNTY will have all right, title, and interest (including ownership of copyright). CONTRACTOR will retain one copy of the Materials. COUNTY grants CONTRACTOR

1) an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, distribute (internally and externally) copies of, and prepare derivative works based on Type I Materials and 2) the right to authorize others to do any of the former. 009g

Type II Materials are those, created during the Service performance period or otherwise (such as those that preexist the Service), in which CONTRACTOR or third parties have all right, title, and interest (including ownership of copyright). CONTRACTOR will deliver one copy of the specified Materials to COUNTY. CONTRACTOR grants COUNTY an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and distribute, within your Enterprise only, copies of Type II Materials.

Each of us agrees to reproduce the copyright notice and any other legend of ownership on any copies made under the licenses granted in this Section.

Any idea, concept, know-how, or technique which relates to the subject matter of a Service and is developed or provided by either of us, or jointly by both of us, in the performance of a Service may (subject to applicable patents and copyrights) be freely used by either of us.

17. PATENTS AND COPYRIGHTS. If a third party claims that Software that CONTRACTOR provides COUNTY infringes that party's patent or copyright, CONTRACTOR will defend COUNTY against that claim at CONTRACTOR's expense and pay all costs, damages, and attorney's fees that a court finally awards, provided that COUNTY:

- 1) promptly notify CONTRACTOR in writing of the claim; and
- 2) allows CONTRACTOR to control, and cooperates with CONTRACTOR in, the defense and any related settlement negotiations.

If such a claim is made or appears likely to be made, COUNTY agrees to permit CONTRACTOR to enable COUNTY to continue to use the Software, or to modify it, or replace it with Software that is at least functionally equivalent. If CONTRACTOR determines that none of these alternatives is reasonably available, COUNTY agrees to return the Software to CONTRACTOR on CONTRACTOR's written request. CONTRACTOR will then refund the COUNTY its depreciated value.

18. LIMITATION OF LIABILITY. Circumstances may arise where, because of a default on the part of CONTRACTOR or other liability, COUNTY will be entitled to recover damages from CONTRACTOR. In each such instance, regardless of the basis on which the COUNTY is entitled to claim damages from CONTRACTOR (including fundamental breach, negligence, misrepresentation, or other contract or tort claim, CONTRACTOR shall be liable for no more than:

- 1) payments referred to in PATENTS AND COPYRIGHTS, above;
- 2) damages for bodily injury (including death) and damage to real property and tangible personal property;
- 3) and the amount of any other actual direct damages, up to the greater of \$100,00 or the charges, if recurring, 12 month's charges apply) for the services that is the subject of the claim.

This limit also applies to any of CONTRACTOR's subcontractors and program developers; it is the maximum for which CONTRACTOR, and CONTRACTOR's subcontractors and program developers are collectively responsible.

Under no circumstances is CONTRACTOR, its subcontractors or program developers liable for: 1) third party claims against COUNTY for damages (other than those under the first two items listed above); or 2) loss of, or damage to, COUNTY's records or data. 0100

19. **INDEPENDENT CONTRACTOR STATUS:** CONTRACTOR and COUNTY have reviewed and considered the principal test and secondary factors below and agree that CONTRACTOR is an independent contractor and not an employee of COUNTY. CONTRACTOR is responsible for all insurance (worker's compensation, unemployment, etc.) and all payroll related taxes. CONTRACTOR is not entitled to any employee benefits. COUNTY agrees that CONTRACTOR shall have the right to control the manner and means of accomplishing the result contracted for herein.

PRINCIPAL TEST: The CONTRACTOR rather than COUNTY has the right to control the manner and means of accomplishing the result contracted for.

SECONDARY: (a) The extent of control which, by agreement, COUNTY may exercise over the details of the work is slight rather than substantial; (b) CONTRACTOR is engaged in a distinct occupation or business; (c) in the locality, the work to be done by CONTRACTOR is usually done by a specialist without supervision, rather than under the direction of an employer; (d) the skill required in the particular occupation is substantial rather than slight; (e) the CONTRACTOR rather than the COUNTY supplies the instrumentality's, tools and workplace; (f) the length of time for which CONTRACTOR is engaged is of limited duration rather than indefinite; (g) the method of payment of CONTRACTOR is by the job rather than by the time; (h) the work is part of a special or permissive activity, program or project, rather than part of the regular business of COUNTY; (i) CONTRACTOR and COUNTY believe they are creating an independent relationship rather than an employer-employee relationship; and (j) the COUNTY conducts public business.

It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors, which indicate that CONTRACTOR is an independent contractor.

By their signatures to this Agreement, each party certifies that it is his or her considered judgment that the CONTRACTOR engaged under this Agreement is in fact an independent contractor.

In witness whereof, the parties hereto have set their hands the day and year first above written.

COUNTY OF SANTA CRUZ

CONTRACTOR

By: _____
Rama Khalsa
Health Services Administrator

By: _____
Kim Hewitt
IBM Global Services
271 O-s Gateway Oaks Drive, Suite
Suite 200
Sacramento, CA 95833

Telephone: (916) xxx-xxxx

E-mail:

Tax ID number: 13-0871985

Approved as to Insurances:

0101

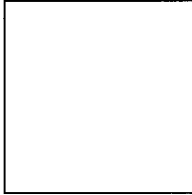
Liability Program Manager

Approved as to form:

Assistant County Counsel

Distribution:

County Administrative Officer
Auditor-Controller
County Counsel
Health Services Agency
Community Mental Health
Contractor



Statement of Work

Scope of Services:

IBM will provide technical assistance to assist Santa Cruz County (SCC) and the State Department of Mental Health (DMH) in the modifications to various county services information systems, under the terms and rates of the Personal Services Agreement (PSA). In the event of a conflict between this Statement of Work (SOW) and the PSA, this SOW shall prevail. This assistance will include enhancement of the following systems:

- Short-Doyle/Medi-Cal System (SD/MC);
- Short-Doyle/Medi-Cal Explanation of Balances and Error Correction Report (EOB-ECR);
- Provider System (PRV); and
- Medi-Cal Eligibility Database System (MEDS).

Under this contract, IBM will not work on any material directly resulting in a Feasibility Study Report (FSR) or recommendation to DMH or SCC for the procurement of products and services that would disqualify IBM from participating in a future procurement.

Professional Classifications to be Provided:

- Project Manager; and
- I/T Specialist (Programmer/Analyst).

IBM Responsibilities:

- 1 IBM will deliver up to 734 hours of technical assistance under this Statement of Work (SOW). The DMH Project Manager will provide project supervision for IBM's staff. The IBM Project Manager will retain administrative responsibility for IBM's staff.
- 2 IBM staff will provide technical assistance in the following areas:
 - See Appendix A for activities and responsibilities.
- 3 Create and deliver the Work Products described below.

Work Products

The following work products will contain content as described in Appendix B.

- Weekly Status Report;
- Work Plan;
- System Requirements Specifications (SRS); and
- System Design Specifications (SDS).

DMH Responsibilities:

DMH will designate a Project Manager to whom all IBM communications will be addressed and who has the authority to act for DMH in all aspects of this Statement of Work (SOW). The DMH Project Manager's responsibilities include the following:

- Serve as the interface between the IBM Project Manager, DMH, and county participants in these projects;
- Administer the Project Change Control Procedure with the IBM Project Manager in accordance with Appendix C;
- Help resolve and escalate project issues within the DMH organization, as necessary;
- Review all work products;
- Provide overall technical and specific task direction to the IBM staff; and
- Authorizing all changes in project functionality, cost and timeline with approval from DMH County Services and Santa Cruz county management.

In addition, DMH will have the responsibility to provide the following:

- I/T equipment, terminals, software and hardware necessary for the IBM staff to accomplish their assigned tasks at no cost to IBM. This will include desk space and supplies; and
- Timely access to State staff with in-depth knowledge of the DMH systems; and
- Timely access to all current methodologies, source code(s), related documentation, and related test and production environments required to perform the activities specified in this work effort.

Completion Criteria:

This Statement of Work will be considered complete when one of the following first occurs:

- SCC provides 30 days written notice to IBM Global Services that no additional assistance is needed; or
- Upon reaching the estimated Statement of Work end date of June 30, 2001.

Estimated Schedule:

This project is estimated to begin on May 1, 2001 and complete on June 30, 2001.

Professional Fees/Payment Terms:

Work performed under this SOW is on a time and materials basis. The estimated SOW value for this technical assistance is \$99,890, including any applicable taxes. SCC may amend or terminate this agreement at any time upon written notice to IBM within the notification guidelines contained in the PSA Contract. If SCC chooses to terminate this Statement of Work, SCC will reimburse IBM for the hours worked and the expenses incurred up until the effective date of termination. IBM Global Services will invoice SCC monthly for the hours expended during the previous month. The project cost summary for the IBM technical assistance is as follows:

Project Cost Summary			
Classifications	Hourly Rate	Estimated Total Hours	Estimated Total Cost
Project Manager	\$160	32	\$5,120
I/T Specialist	\$135	702	\$94,770
Estimated Project Total:		734	\$99,890

Security

DMH is responsible for establishing the procedures to provide physical site security for the hardware and software systems and their elements. This security would include, as appropriate, protection from losses occasioned by natural threats, forced entry, acts of violence and internal sabotage. It is DMH's responsibility to establish and implement any procedures necessary to safeguard the integrity and security of software and data used in this project from access by unauthorized persons. The actual content of any data file, the selection and implementation of controls on its access and use, and the security of the data are the responsibility of DMH.

Non-Solicitation of Personnel

From the execution date of this Agreement, to one year after the completion, termination, or expiration of this Agreement, whichever occurs first, IBM's and DMH's (including SCC's) employees performing work on this Project will not solicit for hire, or cause others to solicit for hire, as an employee or independent contractor any employee of the other party who is involved in the performance of work under this Agreement. The term "solicit for hire" specifically excludes (i) any broad-based effort to attract applicants if not specifically targeted to each other or specifically designed to attract the other's employees and (ii) any inquiries made or applications submitted by the other's employees not at the direct or indirect instigation of the other's employees performing work under the project.

Warranty

For each IBM service, we warrant that we perform it: 1) using reasonable care and skill; and 2) according to its current description (including any completion criteria) contained in this Statement of Work, or an attachment to this Statement of Work.

We do not warrant uninterrupted or error-free operation of a product or service or that we will correct all defects.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Approvals (Required Signatures):

This document is not binding until all signatures have been obtained. The respective responsibilities of each organizational representative are hereby acknowledged and accepted by:

Kim Hewitt
Senior Project Manager
IBM Global Services

Date

Virginia Williams
Senior Delivery Executive, State of California
IBM Global Services

Date

Carol S. Hood
Deputy Director
Systems of Care, DMH

Date

Gary Renslo
Information Systems Manager
Information Technology, DMH

Date

Glenn Kulm
Director of Administration
Santa Cruz County Health Services Agency

Date

Appendix A – Activities and Responsibilities by Classification

0106

Project Manager

Experience

Contractor staff must have a minimum of two (2) years of experience in planning and managing complex projects. This experience must include project planning, project tracking and reporting, issue tracking and resolution and change control management.

Tasks and Responsibilities

The IBM Project Manager will assist DMH with its following tasks:

- Track and report progress against the plan;
- Schedule work for staff and direct resources against the project plan's estimated schedule;
- Identify key issues involved in analysis; and
- Provide project status reporting.

I/T Specialist (Programmer/Analyst)

Experience

Contractor staff must have a minimum of four (4) years of experience in the analysis, development, testing, and conversion of large-scale automation projects. This experience must include system review, analysis, project planning, recommendation and implementation of technical solutions, and modification of applications. Individual must have knowledge and ability to use COBOL, JCL, TSO/ISPF, and have strong analytical, coordination, and written skills. Desired skills would include CICS, Microsoft Project, Microsoft Office, and general PC skills.

Tasks and Responsibilities

The IBM I/T Specialist will assist Santa Cruz County and DMH with its following tasks:

- Work with assigned staff to analyze change and impact to existing schedules;
- Provide project status reporting;
- Analyze the SD/MC system and document the processes, business rules, and data flow; and
- Provide services for the enhancement, modification and development of the Provider, MEDS, SD/MC systems, and related system changes and county coordination.

DMH will prioritize and schedule projects as time permits, and activities will follow the template below:

<i>Activity</i>	<i>Tasks</i>	<i>Hours</i>
Analysis of SD/MC System	<ul style="list-style-type: none"> · Lead Analysis Workgroups; • Gather Business Rules and Requirements (Interviews); • Prepare System Flow Diagrams; • Prepare database Design Description (DBDD); · Identify External Interfaces; · Prepare System Requirements Specification (SRS) & System Design Specification (SDS) documentation; and • Conduct SRS & SDS Reviews. 	352
Other Project Work to Follow:		
1) Requirements & Design	<ul style="list-style-type: none"> · Lead Analysis and Design Workgroups; • Gather Business Rules and Requirements (Interviews) – Each requirement will be uniquely identified; · Prepare System Flow Diagrams; · Identify External Interfaces and Interface Requirements; · Identify Performance Requirements; · Identify Reliability Requirements; · Identify Maintenance and Support Requirements; · Identify User and Support Staff Training Requirements; • Assess Risk and Impact to Current System; · Prepare System Requirements Specification (SRS) & System Design Specifications (SDS); • Conduct Requirements & Design Walkthrough; and · Prepare Forward and Backward Traceability Matrix between Requirements and Design. 	130

<i>Activity</i>	<i>Tasks</i>	<i>Hours</i>
2) Program Development & Modifications	<ul style="list-style-type: none"> • Develop or present Quality Assurance Procedures for approval; • Develop or present V&V procedures for Approval; • Develop or present Configuration Management Plan (CMP) for approval. This plan must specify procedures for configuration item identification, change control, version control, configuration reporting and CMP auditing; • Develop Programs per Specifications; • Develop Record Layout(s), JCL etc. for each identified external interfaces; • Create Unit Test Plan; • Perform Unit Test; • Prepare Program Documentation; and • Conduct Program Walkthrough. 	90
3) Testing/Training	<ul style="list-style-type: none"> • Create Integration Test Plan; • Perform Integration Testing; • Create System Test Plan; • Perform System Test; • Create Customer Acceptance Test Plan; • Conduct Customer Acceptance Testing; • Prepare Test Results; • Conduct Test Results Walkthrough; and • Conduct and Continue Ongoing Training and Knowledge Transfer Sessions. 	60
4) Implementation	<ul style="list-style-type: none"> • Creation of Customer and Technical Documents; and • Establish Implementation Schedule. 	40
5) Project Management	<ul style="list-style-type: none"> • Conduct Status Meeting; • Prepare Weekly Status Report; • Prepare Detailed Work Plan; • Track & Resolve Project Issues; and • Monitor Project Work Plan(s). 	30
Total		734

Appendix B – Work Product Descriptions

Weekly Status Report

Purpose

IBM will provide Weekly Status Reports advising the DMH Project Manager of the progress and status of the IBM activities. The report will outline the IBM activities and describe the status of tasks worked on during that period. Significant accomplishments, milestones and problems will be identified.

Content

The report will consist of the following:

- Activities performed during the reporting period;
- Activities planned for the next reporting period;
- Hours summary:
 - o Hours originally estimated,
 - o Hours expended during this reporting period,
 - o Hours expended to date,
 - o Estimated remaining hours; and
 - o Earned value for reporting period, specifically schedule and cost variances.
- Project change control summary;
- Configuration Management Reporting, regarding the version and content tracking of the work product documents;
- Schedule delays, cost overrun, resource and quality assurance issues;
- Recommendations for eliminating schedule delays, cost overrun, resource and quality issues; and
- Other items of importance that are identified in status meetings during the project.

Delivery

IBM will deliver one copy of this document in reproducible format.

Work Plan

Purpose

IBM will provide a work plan that will show major activities and dependencies for the project. The IBM Project Manager will use this plan to track progress and allocate IBM resources. The IBM Project Manager will modify this plan during the project as approved schedule changes occur.

Content

The initial project plan will consist of the following, as appropriate (or other acceptable format):

- Project activities and descriptions;
- Activity durations and dependencies;
- Activity work effort in hours; and
- Resource assignments.

Delivery

IBM will deliver one copy of this document in reproducible format.

System Requirements Specifications (SRS)

Purpose

IBM will provide documentation describing the business requirements for the system.

Content

The report will consist of the following, as appropriate (or other acceptable format):

- Business processes;
- Data elements with edit criteria;
- Reports; and
- Interfaces.

Delivery

IBM will deliver one copy of this document in reproducible format.

System Design Specifications (SDS)

Purpose

IBM will provide documentation of the system design.

Content

The report will consist of the following, as appropriate (or other acceptable format):

- Business rules;
- Data model;
- Look up tables and files;
- Process and data flow diagrams;
- Report specifications;
- External interface specifications; and
- Code specifications, including list of code modules.

Delivery

IBM will deliver one copy of this document in reproducible format.

Appendix C – Project Change Control Procedure

The following provides a detailed process to follow if a change to this Statement of Work (SOW) is required.

- 1 A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the project.
- 2 The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- 3 The DMH Project Manager and the IBM Project Manager will review the proposed change and approve it for further investigation or reject it. IBM will specify any charges for such investigation. If the investigation is authorized, the DMH Project Manager will sign the PCR that will constitute approval for the investigation charges. IBM will invoice DMH for any such charges. The investigation will determine the effect that the implementation of the PCR will have on price, schedule and other terms and conditions of this Statement of Work.
- 4 A written Change Authorization and/or Project Change Request (PCR) must be approved and signed by both parties to authorize implementation of the investigated changes.

COUNTY OF SANTA CRUZ
REQUEST FOR APPROVAL OF AGREEMENT

0114

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

FROM:

HEALTH SERVICES AGENCY (MENTAL-HEALTH)

(Dept.)

(Signature)

5/24/11

(Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

- Said agreement is between the County of Santa Cruz (Mental Health and Substance Abuse Services) (Agency)
and ragingmouse.com, 915 L Street, Suite 1235, Sacramento, CA 95814 (Name & Address)
- The agreement will provide technical assistance in SDMC systems enhancements.
- The agreement is needed to provide the above.
- Period of the agreement is from July 1, 2000 to June 30, 2001
- Anticipated cost is \$ 136,000 through June 30, 2001 (Fixed amount; Monthly rate; Not to exceed)
- Remarks: Contract is at an hourly rate with no maximum amount. This amendment increases the hourly rate to \$100.00.
- Appropriations are budgeted in 363103 (Index#) 3665 (Subject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and have been encumbered.
are not will be

Contract No. co 02094-01

Date 6-1-01

GARY A. KNUTSON, Auditor - Controller

By

P. Silbaugh

Deputy.

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the
Health Services Administrator to execute the same on behalf of the

HEALTH SERVICES

(Agency).

County Administrative Officer

Remarks:

(Analyst)

By

Paul King

Date A &

Agreement approved as to form. Date

Distribution:

Bd. of Supv. - White
Auditor-Controller - Blue
County Counsel - Green
Co. Admin. Officer - Canary
Auditor-Controller - Pink
Originating Dept. - Goldenrod

*To Orig. Dept. if rejected.

State of California)
County of Santa Cruz) ss

I _____ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz,
State of California, do hereby certify that the foregoing request for approval of agreement was approved by
said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered
in the minutes of said Board on _____

County Administrative Officer

BY _____ Deputy Clerk

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FORM - 29 (6/95)

Index No. 363103
Subobject No. 3665
Contract No. CO02094-01

0115

ragingmouse.com
Amendment to the 2000-2001 Agreement

The parties hereto agree to amend that certain agreement dated July 1, 2000, County Contract No. 2094-01, by changes as follows:

2. Compensation

Increase the maximum hourly rate to \$100.00 from \$85.00.

All other provisions, excepting those mentioned above, shall remain the same.

Dated: January 24, 2001

COUNTY OF SANTA CRUZ

CONTRACTOR

BY _____
Health Services Administrator

By Tilford Patterson
Tilford Patterson, Account Manager
ragingmouse.com
915 L Street, Ste. 1235
Sacramento, CA 95814

APPROVED AS TO FORM

[Signature]
County Counsel