



County of Los Angeles
**CHIEF EXECUTIVE OFFICE
OPERATIONS CLUSTER**

WILLIAM T FUJIOKA
Chief Executive Officer

DATE: November 10, 2011
TIME: 1:00 p.m.
LOCATION: Kenneth Hahn Hall of Administration, Room 830

AGENDA

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.
Three (3) minutes are allowed for each item.

1. Call to order – Ellen Sandt
 - A) **Board Letter – APPROVAL OF AMENDMENT TO AGREEMENT WITH HEALTH MANAGEMENT SYSTEMS, INC.**
DHS – Wendy Schwartz or designee
 - B) **Board Letter – APPROVAL OF AN ORDINANCE AMENDMENT FOR THE EQUAL EMPLOYMENT OPPORTUNITY PROGRAM**
DHR – Lisa Garrett or designee
 - C) **Board Letter – RECOMMENDATION TO APPROVE MASTER AGREEMENTS FOR FINANCIAL ADVISORY SERVICES**
TTC – Mark Saladino or designee
 - D) **Board Letter – RECOMMENDATION TO AWARD CONTRACTS FOR DELINQUENT ACCOUNT COLLECTION SERVICES**
TTC – Mark Saladino or designee
 - E) **eCAPS/eHR Update**
Auditor-Controller – Wendy Watanabe or designee
2. Public Comment

NOTICE OF CLOSED SESSION

- CS-1** Amber Richards v. County of Los Angeles; Tracy Carter, et al v. County of Los Angeles
3. Adjournment

November 29, 2011

Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL OF AMENDMENT TO AGREEMENT
WITH HEALTH MANAGEMENT SYSTEMS, INC.
(ALL SUPERVISORIAL DISTRICTS)
(3 Votes)**

CIO RECOMMENDATION: APPROVE [] APPROVE WITH MODIFICATION []
DISAPPROVE []

SUBJECT

Request approval of an Amendment to extend the term of an Agreement with Health Management Systems, Inc. for proprietary Patient Management Systems software for the Department of Health Services, and Health Center Operations system software for the Department of Public Health and increase the maximum contract sum for the extended period.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Authorize the Director of Health Services (Director), or his designee, to execute Amendment No. 5, to Agreement No. H-211033 with Health Management Systems, Inc. (HMS), effective on Board approval to 1) extend the Agreement term for the period December 31, 2011 through December 30, 2013, for the continued provision of computer system software and application maintenance, support, and training for Patient Management System (PMS) software for the Department of Health Services (DHS) and Health Center Operations (HCO) system software for the Department of Public Health (DPH) and increase the Agreement's Contract Sum by \$7,784,319.26 for DHS and by \$469,833.64 for DPH for the two year period and 2) add two one-year options to further extend the term of the Agreement through December 30, 2015 with an increase in the Contract Sum for the extension period.
2. Delegate authority to the Directors of DHS and DPH, or their designees, with mutual written consent of HMS, to exercise the two one-year extension options through December 30, 2015 at a maximum increase in the Contract Sum of \$8,898,961.03 for the two years, subject to review and approval of County Counsel and with notice to your Board and the Chief Executive Office (CEO).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

California Code of Regulations Title 28, Article 9, Sections 1300.75.4.3 and 1300.84.6 (Title 28) requires managed care health plans, including DHS' Community Health Plan (CHP) administered by the Office of Managed Care (OMC), to have a member enrollment and reporting system. The PMS component of the Agreement satisfies this requirement, as well as provides functionality for eligibility verification, authorizations, and claims processing for the Medi-Cal Managed Care Program, Healthy Families Program, In-Home Supportive Services Provider Plan, Healthy Way LA Program, and General Relief Health Care Program. The HCO component is required by DPH in order to support the public health centers' information management needs for each facility's patient registration and scheduling. The system serves as a repository to capture encounter codes for the purposes of billing Medi-Cal and tracking clinic workload.

Approval of the recommendations will allow the Director to execute an Amendment to the HMS Agreement, substantially similar to Exhibit I, to ensure uninterrupted day-to-day operations and continued maintenance, support, and training for the proprietary PMS software for DHS and HCO software for DPH. The current Agreement expires December 30, 2011.

Moreover, as instructed by your Board in December 2005, DHS was in the process of procuring a replacement system for PMS. In May 2008, a Request for Proposal was released for an integrated healthcare payer solution to replace PMS. In March 2010, DHS began negotiations with the highest ranked proposer. However, in April 2010, negotiations were put on hold due to impending changes in DHS' strategic direction and initiatives based on the following (subsequently, the proposer's proposal expired on June 30, 2011):

- On April 1, 2010, the County Chief Executive Office (CEO) released a report and made recommendations to your Board regarding Health Management Associates' evaluation of OMC/CHP and DHS' readiness for healthcare reform.
- On April 13, 2010, your Board approved, among other recommendations, that the CEO convene negotiations with DHS and L.A. Care Health Plan to determine if a new relationship can be forged to assure mutual benefit and long-term sustainability for DHS in healthcare reform.

As a result, DHS is currently transforming and restructuring from an episodic, hospital focused system to an integrated ambulatory and managed care delivery system. This includes, but is not limited to, restructuring the OMC and Office of Ambulatory Care into the new Ambulatory Care Network to oversee ambulatory and managed care services, transitioning CHP members to L.A. Care Health Plan, and establishing patient-centered medical home (PCMH) teams at ambulatory care facilities. PMS will be a critical component to the PCMH process as the primary source for storing DHS patient-to-primary care provider assignment information. In the meantime, DHS is continuing to pursue replacing PMS with other alternatives in line with its new strategic direction. The recommended extension period will provide time for DHS to complete that process.

Implementation of Strategic Plan Goals

The recommended actions support Goal 1, Operational Effectiveness, and Goal 4, Health and Mental Health, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

This Amendment will extend the term for two additional years, for the period December 31, 2011 through December 30, 2013, at a maximum cost of \$8,254,152.90, and upon the written mutual consent of County and Contractor, two (2) one-year optional extensions through December 30, 2015 at a maximum cost of \$8,898,961.03, for a total maximum cost of \$17,153,113.93, all of which are 100% offset by State and federal funds.

Funding for the first year of the extended term is included in the Fiscal Year 2011-2012 Adopted Budget for DHS and DPH, and will be requested in future fiscal years as necessary.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In January 1984, the Purchasing Agent issued a purchase order to Global for the installation of a proprietary Global PMS product through a competitive bid process. Since that time, DHS has recommended renewal of this Agreement with HMS because of the proprietary status of the PMS software and HCO system software.

On August 30, 1994, your Board approved Agreement No. H-203925 with Global Health Systems, Inc. (Global) for the provision of computer software system maintenance services for the PMS software and HCO system software.

On October 29, 1996, your Board approved Agreement No. H-206448 with Global for the continued provision of the same services. On June 17, 1998, your Board approved Amendment No. 1 to Agreement No. H-206448 to acknowledge the transfer of ownership from Global to HMS and assignment of the Agreement to HMS.

On January 12, 1999, your Board approved Agreement No. H-210100 with HMS for the continued provision of the same services through December 30, 1999.

On December 14, 1999, your Board approved the current Agreement No. H-211033 with HMS, for the continued provision of computer software system maintenance services for PMS and HCO, through December 30, 2002.

On December 10, 2002, your Board approved Amendment No. 1 to the Agreement with HMS, for the continued provision of computer software system maintenance services for PMS and HCO, through December 30, 2004, with a one-year optional extension of the term through December 30, 2005.

On March 18, 2003, Amendment No. 2 to the Agreement was executed to add Health Insurance Portability and Accountability Act language only. On October 6, 2004, under delegated authority provided in the Agreement, DHS extended the term for an additional twelve-month period, ending December 30, 2005.

On December 6, 2005, Amendment No. 3 to the Agreement was approved to extend services from December 31, 2005 through December 30, 2007, with an optional extension of the term through December 30, 2009, for the continued provision of computer software system maintenance services for PMS and HCO. At that time, your Board expressed an interest that OMC move toward implementing its strategic direction to migrate away from PMS and required a written status report be submitted to your Board every six months regarding the procurement of a replacement system for the PMS. DHS has been providing those reports as requested. On November 19, 2007, under delegated authority provided in the Agreement, DHS and HMS mutually consented to extend the term to December 30, 2009.

On December 2, 2008, Amendment No. 4 to the Agreement was approved to extend services from December 31, 2009 through December 30, 2010, with an optional extension of the term through December 30, 2011. On August 25, 2011, under delegated authority provided in the Agreement, DHS and HMS mutually consented to extend the term to December 30, 2011.

The Agreement may be terminated for convenience by the County upon 60 calendar days written notice.

The Agreement includes all Board of Supervisors' required provisions, including the most recent insurance provisions.

County Counsel has approved Exhibit I as to use and form.

The HMS Agreement is not a Proposition A Agreement since the services are of an extraordinary, professional nature, and, therefore, not subject to the Living Wage Program (Los Angeles County Code Chapter 2.201).

CONTRACTING PROCESS

Not applicable.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of this recommended extension will ensure the continued provision of computer system software and application maintenance, support and training for PMS until such time a replacement system is implemented. This will also provide uninterrupted operations and support for HCO.

The Honorable Board of Supervisors
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Respectfully submitted,

Reviewed by:

Mitchell H. Katz, M.D.
Director

Richard Sanchez
Chief Information Officer

MHK:kh

Attachments (4)

c: Chief Administrative Office
County Counsel
Executive Office, Board of Supervisors



COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR



KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 437
LOS ANGELES, CA 90012

MARK J. SALADINO
TREASURER AND TAX COLLECTOR

TELEPHONE
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(213) 626-1812

November 29, 2011

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

RECOMMENDATION TO APPROVE MASTER AGREEMENTS FOR FINANCIAL ADVISORY SERVICES (ALL DISTRICTS) (3-VOTES)

SUBJECT

The Treasurer and Tax Collector (TTC) released a Request for Statement of Qualifications (RFSQ) to solicit three (3) firms for the provision of Financial Advisory Services for the TTC Financial Advisory Services Pool. The TTC has selected the top three (3) ranking firms and is requesting delegated authority to execute Master Agreements with these firms.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the attached Master Agreement (Agreement) in substantially similar form for the Financial Advisory Services Pool, and authorize the TTC to execute such Agreements with KNN Public Finance, Public Resources Advisory Group, and Montague DeRose and Associates, which shall collectively comprise the TTC Financial Advisory Services Pool ("Pool") commencing on January 1, 2012, or following the date of the Board's approval, whichever is later, for an initial three (3)-year term through December 31, 2014.
2. Authorize the TTC to extend the Agreements for two (2) one-year and six (6) month-to-month extensions at the sole option of the TTC in accordance with the term of the Agreements.
3. Authorize the TTC to execute future amendments to modify the terms of the Statement of Work that do not materially alter the Agreements, and/or to add/change

certain terms and conditions in the Agreements, as required by the Board or Chief Executive Office, provided that County Counsel's approval is obtained prior to the execution of such amendments and/or changes.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The TTC created the Pool program in 1995 to assist in evaluating financial proposals, debt structures, and debt management relating to the County's debt management program by utilizing the services of three (3) independent financial advisory firms.

During the course of a year, the TTC receives numerous proposals recommending a variety of borrowing options. While many of these may provide benefits to the County's debt management program, they often involve significant risks as well. The use of the Pool has served the County well by providing independent financial analysis, validation of debt structures, and augmented technical expertise. The current Agreements expire on December 31, 2011.

Implementation of Strategic Plan Goals

Approval of the Agreement will assist the TTC in meeting the County's Strategic Plan Goal of Fiscal Responsibility by providing independent financial analysis, validation of debt structures, augmented technical expertise, and other types of projects in which a firm's services are needed or have been requested.

FISCAL IMPACT/FINANCING

Services are used on an intermittent basis, with most engagements incorporated as a cost of issuance for the financing of specific projects approved by your Board. Engagements for special studies and other projects not related to a specific financing project are expected not to exceed \$200,000 in any fiscal year (FY). An appropriation of \$200,000 for this program has been included in the FY 2011-12 Adopted Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The attached Agreement contains the required provisions pertaining to compliance with the Notification to Employees Regarding the Federal Earned Income Credit, County's Jury Service Program, Child Support Compliance Program, Consideration of Hiring GAIN/GROW Program Participants, Safely Surrendered Baby Law, and the Defaulted Property Tax Reduction Program. The TTC will execute a separate agreement with each firm with such additions, changes or corrections that, in his discretion, are in the best interests of the County and the TTC.

The term of this Pool shall commence on January 1, 2012, upon execution by the TTC following your Board's approval, for an initial three (3)-year term through December 31, 2014, with two (2) optional one-year and six (6) month-to-month extensions for a maximum term of five (5) years and six (6) months. The option to exercise any renewal or extension shall be at the sole discretion of the TTC. The firms will continue to be used on an as-needed basis, matching the specific needs of the County with the best combination of skills and experience of the firms.

The Agreement has been approved as to form by the Office of the County Counsel.

There is no impact to County employees as these services supplement current resources and are intermittent in nature.

CONTRACTING PROCESS

On May 19, 2011, the TTC released the RFSQ in accordance with County contracting procedures and requirements. The RFSQ was issued to 113 firms via email and U.S. mail, of which 41 were identified in the Bond Buyer's Municipal Marketplace Directory Fall 2010, and listed in Attachment I. Additionally, the RFSQ was posted on the TTC Website and the Los Angeles County Bid Website of registered vendors (Attachment II) under the Commodity Code "Financial Advisory Services," providing notification to approximately 185 prospective firms via email, thereby, maximizing the TTC's outreach to potential proposers.

The RFSQ solicitation was for the purpose of obtaining three (3) qualified firms to provide Financial Advisory Services to the TTC. Twelve (12) Statements of Qualification (SOQ) were received, evaluated, and ranked using the County's Informed Averaging Methodology. The top three (3) ranking firms were KNN Public Finance, Public Resources Advisory Group, and Montague DeRose and Associates. These firms' respective SOQs were complete, detailed, and the most responsive to the RFSQ.

The recommended Agreement is not a Proposition A agreement because of the extraordinary professional and technical nature of the services being provided. The Living Wage Program (County Code Chapter 2.201) does not apply to the recommended Agreement.

Minority and women owner/employee statistics for the three (3) firms are shown in Attachment III. None of the recommended firms are certified Small Business Enterprises and/or Community Based Enterprises. Following the completion of the review and analysis process, KNN Public Finance, Public Resources Advisory Group, and Montague DeRose and Associates were selected without regard to race, gender, color or creed.

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IMPACT ON CURRENT SERVICES (OR PROJECTS)

The current Agreements for Financial Advisory Services will expire on December 31, 2011. The award of the recommended attached Agreement will enable the County to utilize the Financial Advisory Services of the recommended firms.

CONCLUSION

Instruct the Executive Officer to return one (1) adopted stamped Board letter to the TTC.

Respectfully submitted,

MARK J. SALADINO
Treasurer and Tax Collector

MJS:WMH:HJK:lc
DRAFT FAS Board Letter 11-02-11

Attachments (3)

c: Chief Executive Office
County Counsel
Executive Officer, Board of Supervisors



**COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 437
LOS ANGELES, CALIFORNIA 90012



November 29, 2011

TELEPHONE
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The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**RECOMMENDATION TO AWARD CONTRACTS FOR
DELINQUENT ACCOUNT COLLECTION SERVICES
(ALL DISTRICTS) (4 VOTES)**

SUBJECT

The County of Los Angeles Treasurer and Tax Collector (TTC) and Department of Health Services (DHS) issued a joint Request for Proposals to solicit proposals for Delinquent Account Collection Services (DACs). The TTC and DHS are requesting delegated authority to execute Contracts with USCB, Inc. for secondary collection services and True North AR, LLC dba California Service Bureau for tertiary collection services for the provision of DACs.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the attached Contract (Exhibit I) in substantially similar form for the provision of secondary DACs and authorize the Director of Health Services (Director), or his designee, to execute such contract with USCB, Inc. (USCB) at a contingency fee of 13.92% on Gross Collections, commencing January 1, 2012, for a three (3) year term through December 31, 2015.
2. Approve the attached Contract (Exhibit II) in substantially similar form for the provision of secondary DACs and authorize the TTC to execute such contract with USCB at a 14% contingency fee on Gross Collections, commencing January 1, 2012, for a three (3) year term through December 31, 2015.

3. Approve the attached Contract (Exhibit III) in substantially similar form for the provision of tertiary DACS and authorize the Director, or his designee, to execute such contract with True North AR, LLC dba California Service Bureau (CSB) at a contingency fee of 16% on Gross Collections, commencing January 1, 2012, for a three (3) year term through December 31, 2015.
4. Approve the attached Contract (Exhibit IV) in substantially similar form for the provision of tertiary DACS and authorize the TTC to execute such contract with CSB at a contingency fee of 16% on Gross Collections, commencing January 1, 2012, for a three (3) year term through December 31, 2015.
5. Delegate authority to the TTC and DHS, respectively, to execute future options to extend the Contract for a maximum of two (2) one-year renewals and six (6) month-to-month extensions at the option of the TTC and DHS in accordance with the Term of the Contracts.
6. Delegate authority to the TTC and DHS, respectively, to execute future amendments to modify the terms of the Statement of Work that do not materially alter the Contracts, and/or to add or modify certain terms and conditions in the Contracts as required by the Board of Supervisors or Chief Executive Officer, provided County Counsel approval is obtained prior to execution of such amendments.
7. Delegate authority to the TTC and DHS, respectively, to approve if necessary, any assignment and delegation of services performed by USCB and/or CSB in order to ensure continuation of DACS needs to meet TTC's and/or DHS' mandated operations provided that County Counsel approval is obtained prior to such assignment.
8. Delegate authority to the TTC and DHS to make amendments to the Statement of Work for any augmentation to collection efforts and/or any new collection methodologies as may be mandatory or deemed in the best interest of the County and negotiate a supplemental commission rate not greater than the Contract Commission Rate.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

In accordance with County Code provisions, the TTC and DHS each has delegated authority to provide collection services. The TTC provides centralized collection services for delinquent accounts receivable to all County departments with the exception of departments that have distinct ordinance authority to collect on delinquent

accounts such as DHS and the Probation Department. DHS provides collection services for delinquent accounts receivable arising from the provision of medical care in County health facilities. The TTC and DHS currently contract for DACS under separate agreements for each department. The recommended firms will provide DACS to supplement the TTC's and DHS' current in-house collection efforts.

The County benefits from collection revenue received from contracted collection services that might not be fully realized without these Contracts. USCB shall be compensated with a contingency fee of 13.92% of actual Gross Collections for DHS' secondary collection services. For the TTC, USCB shall be compensated with a contingency fee of 14% of actual Gross Collections for the TTC's secondary collection services. The difference between the two contingency fees is due to the TTC's current collection system's inability to accommodate a contingency fee with more than two (2) digits. Programming to correct this would require extensive efforts and financial costs to modify the multiple systems impacted. In that DHS utilizes an independent collection system, they are not impacted by this restriction. CSB shall be compensated with a contingency fee of 16% of actual Gross Collections for both the TTC's and DHS' tertiary collection services.

The recommended Contracts with USCB for secondary collection services and CSB for tertiary collection services shall commence on January 1, 2012, with a term of three (3) years through December 31, 2015, with two (2) one-year and six (6) month-to-month extensions at the option of the TTC and DHS in accordance with the Term of the Contracts, for a maximum term of five (5) years and six (6) months.

USCB is the current contractor for DHS and has provided DACS to DHS through a sole source agreement as of May 15, 2001. Linebarger Goggan Blair & Sampson, LLP, has been the TTC's DACS contractor since December 20, 2005. The current DACS contracts for the TTC and DHS expire on December 31, 2011.

The recommended Contracts with USCB and CSB will provide for continuing secondary and tertiary DACS, respectively.

Implementation of Strategic Plan Goals

The recommended actions support Goals 1 and 4, Operational Effectiveness and Health and Mental Health, respectively, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

There will be no cost to the County since DACS are based on a commission of actual collections with net collections being forwarded to the County.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The County has contracted with private collection agencies for DACS since 1979 to supplement the in-house collection efforts of the original Department of Collections which subsequently was merged into the TTC in 1984. After the merger, the TTC continued to provide in-house collection activities for various types of delinquent County accounts, as well as contracting for supplemental DACS.

The Contracts contain all Board mandated provisions. The Contractors are in compliance with all Board, Chief Executive Office, and County Counsel requirements. USCB and CSB will not be requested to perform services that exceed the commission rates, scope of work, or term of the Contracts. The Contracts expressly provide that the County has no obligation to pay for services by USCB or CSB that exceed the commission rates. Additionally, the Contracts contain performance standards, including liquidated damages for substandard and/or non-performance, and provisions, whereby, County may terminate the Contracts for convenience upon prior written notice.

The attached Contracts with USCB for secondary collection services and CSB for tertiary collection services have been reviewed and approved as to form by County Counsel.

The TTC and DHS have determined that the provisions of the Living Wage Program (County Code Chapter 2.201) do not apply to these Contracts, since the services are provided on an as-needed basis, and not subject to Proposition A. Account referrals made to each contractor fluctuate, and there are no referral guarantees made by the County.

California Government Code Section 26220 requires a four-fifths vote of your Board in order to assign delinquent County accounts to a collection agency and Section 31000 allows your Board to contract for these services.

CONTRACTING PROCESS

The Request for Proposals (RFP) for DACS was released on May 20, 2011, and was posted on the Los Angeles County Bid Website of registered vendors under the Commodity Code for Collection Services in Attachment I, which consisted of approximately 156 prospective vendors. The RFP was also posted on the TTC Website and the notification letter was emailed to 87 firms and mailed to an additional 117 firms in Attachment II. A Mandatory Proposers Conference was held on June 22, 2011, with 18 prospective firms attending. The proposal submission due date was July 15, 2011.

Nine (9) firms submitted proposals in response to the RFP for DACS for the TTC and DHS. The firms were:

- Access Capital Services, Inc. (Access)
- AllianceOne Receivables Management, Inc. (AllianceOne)
- Allied Interstate, LLC (Allied)
- Credit Control, LLC (Credit Control)
- Firstsource
- J&L Teamworks (J&L)
- Linebarger Goggan Blair & Sampson, LLP (Linebarger)
- CSB
- USCB

Two (2) proposals, received from Access and Credit Control, were deemed non-responsive and incomplete. Therefore, both firms were formally notified that their respective proposals would not be considered for further evaluation and were being disqualified.

The TTC Contracts Section, in conjunction with DHS Contracts Staff, performed a preliminary review (Pass/Fail Evaluation) of the proposals received to determine whether each firm was in compliance with the minimum mandatory requirements. In conjunction with County Counsel and DHS, the TTC issued Supplemental Data Requests to five (5) firms requiring responses back by July 27, 2011. These firms were:

- AllianceOne
- Allied
- J&L
- Linebarger
- USCB.

Allied failed to respond to the Supplemental Data Request by the designated due date. Therefore, Allied was considered non-responsive and was formally notified that its proposal would not be considered for further evaluation and was being disqualified.

A total of six (6) proposals were submitted to the Evaluation Committee (Committee) for evaluation. They were:

- AllianceOne
- CSB
- Firstsource
- J&L
- Linebarger
- USCB

The evaluation was conducted by a Committee comprised of members from the following County departments: TTC (Revenue and Enforcement Division and Internal Controls Branch); and DHS (Revenue Services). The County's Informed Averaging scoring methodology was utilized.

The Proposal submitted by USCB for secondary collection services was the highest ranked, with the lowest commission rate, and most responsive and responsible of the Proposals evaluated. USCB met all of the minimum RFP requirements and its Proposal was complete and detailed. The Proposal clearly demonstrated that USCB has a good understanding of the scope of work to be performed and the complexity of the TTC and DHS collection service requirements. USCB has verifiable experience providing DACS as required by the TTC and DHS.

The Proposal submitted by CSB for tertiary collection services was the highest ranked, with the lowest commission rate, and most responsive and responsible of the Proposals evaluated. CSB met all of the minimum RFP requirements and its Proposal was complete and detailed. The Proposal clearly demonstrated that CSB has a good understanding of the scope of work to be performed and the complexity of the TTC and DHS collection service requirements. CSB has verifiable experience providing DACS as required by the TTC and DHS.

The TTC and DHS have obtained letters of intent from USCB for secondary collection services and CSB for tertiary collection services affirming their respective negotiated terms and conditions; therefore, USCB is being recommended for secondary collection services and CSB is being recommended for tertiary collection services. Debriefings were offered to the four (4) non-recommended proposers and all four (4) requested and received debriefings. They were:

- AllianceOne
- J&L
- Firstsource
- Linebarger

Linebarger and AllianceOne submitted a Notice of Intent to Request a Proposed Contractor Selection Review, receiving the requisite recommended proposers' proposals and evaluation documents. There were no further actions as a result of this solicitation.

Minority, Women, Disadvantaged or Disabled Veteran Business Enterprise statistical information for USCB and CSB is included in Attachment III. USCB and CSB are not certified Small Business Enterprises/Community Based Enterprises.

The Honorable Board of Supervisors
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The recommendation of USCB for secondary collection services and CSB for tertiary collection services is made without regard to race, creed, or color. There are no provisions for Cost of Living Adjustments in the attached Contracts.

IMPACT ON CURRENT SERVICES

The TTC's and DHS' current Contracts for DACS will expire on December 31, 2011. The award of the recommended Contracts will ensure that DACS will continue to maximize revenue recovery for the County.

CONCLUSION

Instruct the Executive Officer to return two (2) adopted Board letters to the TTC.

Respectfully submitted,

Mitchell H. Katz, M.D.
Director of Health Services

Mark J. Saladino
Treasurer and Tax Collector

MHK:skd
MJS:WMH:EVT:dlll
Enclosures (7)

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors