

MEMORANDUM
PLACER COUNTY HEALTH AND HUMAN SERVICES
Human Services Division

TO: Honorable Board of Supervisors

FROM: Richard J. Burton, M.D., M.P.H.
Placer County Health Officer and Director of Health & Human Services
Cheryl S. Davis, Director of Human Services

DATE: June 18, 2013

SUBJECT: Acquisition of Human Services Expanded Call Center Call Recording Server

ACTION REQUESTED:

1. Approve the purchase of a Call Center Call Recording DVS Server in an amount not to exceed \$14,333 (no net County cost) for the Human Services expanded healthcare call center, and authorize the Purchasing Manager to sign the resulting purchasing documents, and
2. Approve the addition of this equipment to the Master Fixed Asset List.

BACKGROUND:

On October 1, 2013, the open enrollment period to apply for healthcare coverage under the Affordable Care Act begins. Human Services is expected to handle the applications of over 11,000 individuals who are projected to be eligible for coverage under the expansion of Medi-Cal. Applicants may apply by phone, online, mail in or walk in. Human Services records and stores for 30 days all calls made to our existing call center for quality assurance purposes, as well as preserving an electronic record of the information the applicant provided for program integrity. With the anticipated significant growth in calls as a result of healthcare changes, County Telecom Services is recommending that we expand our call center call recording server to handle the demand.

This purchase will be funded 100 percent funded by specific State and federal funding targeted for counties' call center expansions. The funds are allocated to us through our CalWIN welfare information system consortium.

FISCAL IMPACT:

There is sufficient State and federal funding in the Department's FY 2012-13 Final Budget for the purchase of this equipment. No County funding is required.

ADDITIONS TO THE MASTER FIXED ASSET LIST

Health and Human Services Department

Appropriation 53070

Qty	Part Number	Description	Cost
1	652066-B21	HEWLETT PACKARD : HP ML350pT08 LFF CTO Chassis	\$ 912.00
1	652066-B21#ABA	HEWLETT PACKARD : U.S. – English localization	
1	660597-L21	HEWLETT PACKARD : HP ML350p Gen8 E5-2609 FIO Kit	\$ 436.05
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3	647893-B21	HEWLETT PACKARD : HP 4GB 1Rx4 PC3L-10600R-9 Kit	\$ 282.15
1	661618-B21	HEWLETT PACKARD : HP 2nd Media Bay Cage Kit	\$ 71.25
6	652766-B21	HEWLETT PACKARD : HP 3TB 6G SAS 7.2K 3.5in SC MDL HDD	\$ 5,010.30
1	624192-B21	HEWLETT PACKARD : HP Hh SATA DVD RW Jb Kit	\$ 46.55
1	EH847B	HEWLETT PACKARD : HP LTO3 Ultrium 920 SAS Int Tape Drive	\$ 1,756.55
1	631673-B21	HEWLETT PACKARD : HP Smart Array P421/1GB FBWC Controller	\$ 759.05
1	650926-B21	HEWLETT PACKARD : HP H222 Host Bus Adapter	\$ 236.55
1	631679-B21	HEWLETT PACKARD : HP 1GB FBWC for P-Series Smart Array	\$ 426.55
2	503296-B21	HEWLETT PACKARD : HP 460W CS Gold Ht Plg Pwr Supply Kit	\$ 435.10
1	659486-B21	HEWLETT PACKARD : HP Hot Plug Redundant Fan Kit	\$ 95.00
1	339779-B21	HEWLETT PACKARD : HP Raid 5 Drive 1 FIO Setting	\$ 0.01
1	H1K92A4	HEWLETT PACKARD : HP 4Y 4 hr 24x7 Proactive Care SVC	
1	H1K92A4#7GD	HEWLETT PACKARD : HP Proliant ML350 (p) HW Support	\$2,215.40
1	HA113A1	HEWLETT PACKARD : HP Installation Service	
1	HA113A1#5A0	HEWLETT PACKARD : Entry300Series Hardware Installation	\$213.75

Subtotal	\$13,332.31
Tax: (7.750%)	999.92
Freight:	0.00

Total Fixed Asset Additions

\$ 14,332.23