

**COUNTY OF SONOMA
AGENDA ITEM
SUMMARY REPORT**

Clerk of the Board Use Only
Meeting Date **Held Until**
 ___/___/___ ___/___/___
Agenda Item No: **Agenda Item No:**

Department: Permit and Resource Management
Department

() 4/5 Vote Required

Contact:
David Walsh

Phone:
(707) 565-1777

Board Date:
May 12, 2009

Deadline for Board Action:

AGENDA SHORT TITLE:

Contract for Services: ACF Technologies, Inc.

REQUESTED BOARD ACTION: Authorize the Chair of the Board to execute a contract with ACF Technologies, Inc. in the amount of \$43,718.00 for purchase of software, software license, related installation and configuration services, hardware, and service agreement for a Customer Routing System ("Q-Flow") for the Permit and Resource Management Department.

CURRENT FISCAL YEAR FINANCIAL IMPACT

EXPENDITURES

ADD'L FUNDS REQUIRING BOARD APPROVAL

Estimated Cost \$ 43,718

Contingencies \$
(Fund Name:)

Amount Budgeted \$ 43,718

Unanticipated Revenue \$
(Source:)

Other Avail Approp \$
(Explain below)

Other Transfer(s) \$
(Source:)

Additional Requested: \$

Add'l Funds Requested: \$

Explanation (if required): This project was identified in PRMD's FY 08-09 fee ordinance to be funded from PRMD's Technology Enhancement Fee revenue

Prior Board Action(s):

April 15, 2008 - Adopted Ordinance # 5777 approving PRMD fees, including a Technology Enhancement Fee for the purpose of funding a customer routing system and redesign of PRMD's public website.

Alternatives - Results of Non-Approval:

Contract will not be executed and automated routing system would not be available to PRMD customers. Management would not have statistics on customer wait times to help identify opportunities for improving service and optimizing staffing levels.

On File With Clerk: Four original contracts for signature

Background:

PRMD's front counter staff currently receives customers, reviews their service needs and manually routes them to the appropriate staff specialists for permit, planning and other assistance. A customer often must see staff specialists in a number of different disciplines such as planning, encroachment, well and septic and others.

Customers are currently manually routed using a paper route slip provided by customer service staff. The route slip is initially placed in a filing device from which Permit Technicians pull the route slips and call the customer to the station in the order received. After initial contact with the Permit Technician, customers manually carry their route slip to the next cubicle identified on the slip and place it in a basket on the desk. The employee working at the cubicle then calls customers from the waiting area in the order in which they submitted their route slips.

The current manual routing process poses several operational challenges. Customers who are familiar with the current system often take more than one route slip and place them in several in-baskets simultaneously. Customers who bypass the front counter without signing in pose a security concern to staff and to themselves in the case of an emergency. There is no way to ensure that customers are served based on their arrival time at the PRMD office.

Software and hardware are now available to streamline and automate the customer routing process which will improve routing efficiency, customer service and workplace security. Graphic displays in the waiting areas provide customers information on upcoming code, policy or fee changes while waiting to be served.

In October 2008 PRMD issued a request for proposal (RFP) for a customer queuing and customer flow management system. Three vendors responded to the RFP. Interviews and demonstrations were conducted with all three vendors. ACF's Q-Flow product ranked first both in their RFP response and demonstration rankings. Reference checks of the vendors indicated the highest level of satisfaction with the performance of ACF, Inc. In March 2009 Advanced Customer Flow (ACF) Technologies, Inc. was selected because of their superior product and experience with government installations.

This contracted purchase with ACF will provide PRMD with software, software license, related installation and configuration services, minor hardware, and a one-year service agreement. Future service agreement will include technical support and software updates and will be incorporated into the department's annual budget. PRMD has budgeted Technology Enhancement Fee revenue collected in the current fiscal year to purchase software and hardware to improve the routing process.

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Attachments:

None

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Four original contracts for signature

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Board Action (If other than "Requested")

Vote: