

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

April 23, 2024

FROM

SHARON NEVINS, Director, Department of Aging and Adult Services

SUBJECT

Agreement with JUMP Technology Services, L.L.C. for Subscription to a Reporting Platform

RECOMMENDATION(S)

Approve Enterprise Subscription **Agreement No. 24-323** with JUMP Technology Services, L.L.C., including non-standard terms, for a subscription license to use data management and client reporting platform, LEAPS, for use with the Adult Protective Services program, in a total contract amount of \$496,961 for the contract period of April 23, 2024 through April 22, 2027. (Presenter: Sharon Nevins, Director, 891-3917)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). Funding is provided by both the American Rescue Plan Act of 2021 (ARPA) in the amount of \$183,876 (37%) and through the Adult Protective Services (APS) administrative allocation in the amount of \$313,085 (63%). Adequate appropriation and revenue are included in the 2023-24 Human Services Administrative Claim budget and will be included in future recommended budgets. Review and approval are not required from the County's Coronavirus Local Fiscal Recovery Fund (CLFRF) County ARPA team as the ARPA funding in this contract is provided by APS funding and is not part of the CLFRF.

BACKGROUND INFORMATION

In 2007, the Department of Aging and Adult Services (DAAS) implemented the DAAS Case Management System (DCMS) to support APS and In-Home Supportive Services. It eventually became a tool used only by APS after other programs migrated to other client management systems capable of more advanced technology. DCMS was developed by the County's Innovation and Technology Department, and it would be cost prohibitive to make the necessary changes to upgrade the DCMS.

LEAPS for APS is a proprietary Software as a Service data management and reporting system that allows counties to perform multi-county searches to request and share documentation from worker to worker. Currently, this system is being used by 53 of 58 counties in California. Using this licensed software provides many benefits, including a robust reporting platform that can create comprehensive reports, the ability to upload documents directly into LEAPS, access to client information among almost all counties throughout California as well as cross county

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reporting capabilities, the ability for mandated reporters to submit referrals online, and Google Maps integration into program for easy navigation to clients.

The JUMP Technology, L.L.C. (JUMP) Enterprise Subscription Agreement (Agreement) is JUMP's standard commercial contract, which includes terms that differ from the standard County contract and omits certain County standard contract terms. While the parties negotiated certain contract terms to County standards, JUMP would not agree to all County standard terms. The non-standard and missing terms include the following:

1. JUMP's maximum liability to the County is limited to the aggregate of the total fees paid or owed by the County in the 12 months prior to the date of the event giving rise to the claim, with no exclusion for indemnified claim, gross negligence, willful misconduct or violation of law.
 - The County standard contract does not include a limitation of liability.
 - Potential Impact: Claims could exceed the liability cap and the Agreement amount leaving the County financially liable for the excess.

DAAS recommends approval of the Agreement with JUMP, including the non-standard terms, as the LEAPS software will provide tools and features that will streamline processes and enhance the productivity of the APS program. JUMP is 100% based in the United States, which will help to ensure that all data resides within our country's borders. JUMP also works with Rackspace Government Solutions (RGS), which provides cloud infrastructure that is fully compliant with the Federal Risk and Authorization Management Program. RGS has 21 years of experience meeting and exceeding government and commercial security requirements. RGS is also fully Payment Card Industry Data Security Standard and Health Insurance Portability and Accountability Act compliant.

PROCUREMENT

This is a non-competitive procurement. LEAPS is available exclusively from JUMP Technology Services. It is a comprehensive information management solution that supports APS programs in California. It is the only software that assists social workers in identifying contact information for family members of the alleged victim who may have had a case in another jurisdiction. The APS division of the California Department of Social Services approved DAAS to purchase LEAPS and migrate to this system. The Purchasing Department (Purchasing) agrees with the informal solicitation process utilized by the state and adheres with County Policy 11-04, Procurement of Goods, Supplies, Equipment and Services. Purchasing also concurs with the non-competitive procurement for the proposed services.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on April 1, 2024; Risk Management (Victor Tordesillas, Deputy Executive Officer, 386-8621) on April 4, 2024; County Counsel (Bonnie Uphold, Deputy County Counsel, 387-5455) on April 4, 2024; Purchasing (Christina Reddix, Buyer III, 387-2060) on April 4, 2024; ITSD (Marcella Ramirez, Departmental Information Systems Administrator, 386-1997) on April 4, 2024; Finance (John Hallen, Administrative Analyst, 388-0208) on April 8, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on April 8, 2024.

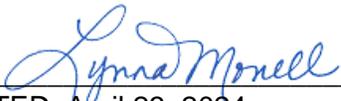
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY  _____
DATED: April 23, 2024



cc: DAAS - West w/agree
 Contractor - c/o DAAS w/agree
 File - w/agree
CCM 04/26/2024