



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 12/17/2019

Agenda Placement: 60

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Minh Tran - County Executive Officer
County Executive Office

REPORT BY: Susan Kuss, Management Analyst II - 707.253.4826

SUBJECT: Amendment 7 to Agreement No. 170289B EOS USA, Inc.

RECOMMENDATION

County Executive Officer requests approval of and authorization for the Chair to sign Amendment No. 7 to Agreement No. 170289B with EOS USA, Inc. (formerly California Service Bureau, Inc.) to extend the term through June 30, 2020 on a month to month basis under the same terms and conditions to provide for collection services including collection of unpaid fines, fees, and costs owed to Napa County as ordered by the Superior Court of California and to ensure continuity of services upon expiration or termination of the Agreement.

EXECUTIVE SUMMARY

EOS USA, Inc., formerly California Service Bureau (CSB), has served as the County's collection agent since 1999. The agreement provides for on-site trained bilingual personnel to assist individuals to comply with court-ordered monetary sentences and off-site staff to collect on current and past due accounts. The agreement has been modified over the years to accommodate changes in legislation, to extend the term, and to provide other collection services. Today's amendment will extend the term of the agreement to June 30, 2020 and ensure an orderly transition of services upon expiration or termination.

EOS USA, Inc. is not a local vendor.

FISCAL & STRATEGIC PLAN IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes

Where is it budgeted?	Central Services
Is it Mandatory or Discretionary?	Mandatory
Is the general fund affected?	Yes
Future fiscal impact:	The financial obligation to this contractor will terminate with the contract.
Consequences if not approved:	Victims and defendants will not be served because the systems needed to support the new collection agency are not yet in place.
County Strategic Plan pillar addressed:	
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

EOS USA, Inc. (EOS), formerly California Service Bureau (CSB), has served as the County's collection agent since 1999. The agreement provides for on-site trained bilingual personnel to assist individuals to comply with court ordered monetary sentences and staff off-site to collect on current and past due accounts. The agreement has been modified over the years to accommodate changes in legislation and to extend the term.

Every five years, the Judicial Council issues a request for proposals from vendors to collect court-ordered debt. Both EOS and GC Services met the Judicial Council's qualifications and both competed for selection as Napa County's collector of court-ordered debt. GC Services was selected in that process and a transition between the two vendors became necessary and has triggered two amendments with EOS.

Today's amendment is the seventh amendment with EOS and will extend the term of the agreement on a month to month basis through June 30, 2020. Amendment 6, approved July 9, 2019 extended the contract six months through December 31, 2019 in response to unforeseen challenges that impacted the timeline of the transition. These challenges included a master agreement between the Judicial Council and GC Services Limited Partnership that was executed nearly a year later than anticipated. This delay then impacted the timeline for contract negotiations between Napa County and GC Services. The finalized contract with GC Services was approved by the Board on May 7, 2019 and since then GS Services has been learning the courts fines and fees process in Napa County. GC Services has begun configuring the system but has not yet been able to test it, train on-site staff on the new system, convert existing cases from EOS, and is not in a position to accept new cases.

For twenty years, the collections vendor has accepted payments from defendants ordered to pay restitution and has issued those payments directly to restitution victims. Staff learned during the transition process that GC Services' proprietary system can accept payments from defendants but is unable to issue restitution payments to victims. As a result, staff has researched alternative victim payment processes. The Auditor Controller has agreed to issue checks to victims. This arrangement is common in other California jurisdictions. However, the workflow, internal controls and staffing resources to support this change are still being developed and documented. To establish a successful payment process requires extensive work and cooperation among and between the Court, the Napa County District Attorney's Office, Napa County Probation, Auditor-Controller's Office, EOS, and GC

Services. Staff will also be evaluating the possibility of configuring the restitution module of CJNet - the information system all of the criminal justice partners in the county use. The goal would be to convert as much of the restitution process as possible from a paper process. This work is ongoing and will likely extend beyond the term of the current amendment with EOS. EOS has agreed to continue its work on behalf of the County until we can fully implement the victim payment process.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi