

RESOLUTION NO. .

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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RESOLUTION AUTHORIZING AN AGREEMENT WITH NRC HEALTH TO PROVIDE PATIENT EXPERIENCE ASSESSMENT SERVICES FOR THE TERM OF APRIL 1, 2024, THROUGH MARCH 31, 2029, IN AN AMOUNT NOT TO EXCEED \$750,000

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, in December 2023, SMMC completed a Request for Proposals for patient experience assessment services; and

WHEREAS, SMMC is recommending entering into a new agreement with NRC Health to provide patient experience assessment services for the term of April 1, 2024 through March 31, 2029, in an amount not to exceed \$750,000; and

WHEREAS, this Board has been presented with a form of such agreement, has examined and approved it as both form and content, and desires to enter into it.

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board of Supervisors be and is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief of San Mateo County Health or designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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