

RESOLUTION NO. .

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

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RESOLUTION AUTHORIZING AN AGREEMENT WITH ELLIT GROUPS LLC TO PROVIDE CALL CENTER AND TIER 1 SUPPORT SERVICES TO SAN MATEO COUNTY HEALTH STAFF AND MYCHART SUPPORT TO END-USERS OF THE ELECTRONIC HEALTH RECORD, FOR THE TERM OF OCTOBER 1, 2025, THROUGH SEPTEMBER 30, 2030, IN AN AMOUNT NOT TO EXCEED \$4,459,675, AND AUTHORIZING AND DIRECTING THE BOARD PRESIDENT TO EXECUTE THE AGREEMENT ON BEHALF OF THE COUNTY

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

WHEREAS, there has been presented to this Board of Supervisors for its consideration and acceptance an agreement with Ellit Groups to provide Call Center and Tier 1 support services with San Mateo County Health (SMCH), for the term of October 1, 2025 through September 30, 2030 in the amount not to exceed \$4,459,675 ("Agreement"); and

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

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of this Board of Supervisors is authorized and directed to execute said Agreement for and on behalf of the County of San Mateo, and the Clerk of this Board

shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief of San Mateo County Health, or their 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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