

RESOLUTION NO. .

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

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ADOPT A RESOLUTION AUTHORIZING AN AMENDMENT TO THE AGREEMENT WITH CHANNEL PARITY INCORPORATED TO PROVIDE AN INTERACTIVE VOICE RESPONSE SYSTEM, EXTENDING THE TERM BY ONE YEAR, FOR A NEW TERM OF JUNE 1, 2013 THROUGH JUNE 30, 2018, AND INCREASING THE AMOUNT BY \$130,000 TO AN AMOUNT NOT TO EXCEED \$680,000

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

WHEREAS, on June 24, 2013, the Director of the Human Services Agency (HSA) entered into an agreement (Agreement) with Channel Parity Incorporated to provide the Benefits Eligibility Services Telecenter (BEST) with an Interactive Voice Response (IVR), called Syntellect system, for a maximum amount not to exceed \$100,000 for the term of June 1, 2013 through May 14, 2014; and

WHEREAS, subsequent amendments expanded the scope of work to include additional technical support, user support and extended maintenance services, extending the term to June 30, 2017 and increasing the amount of the Agreement by \$450,000 for a total amount of \$550,000; and

WHEREAS, the BEST continues to require the use of the Syntellect system to ensure HSA clients receive timely and effective eligibility determination; and

WHEREAS, a one year extension is needed to ensure the seamless continuation of services as a new Voice Over Internet Protocol system is implemented and the Syntellect system is updated; and

WHEREAS, the parties wish to amend the Agreement to add funds in the amount of \$130,000 for a new total obligation of \$680,000 to allow for continuation of services, and extend the term of the Agreement to June 30, 2018; and

WHEREAS, there has been presented to this Board of Supervisors for its consideration and acceptance a fourth amendment to the Agreement, and the Board desires to enter into the same.

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

BE IT FURTHER RESOLVED that the Director of the Human Services Agency 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 and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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