

## **RESOLUTION NO. .**

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

**\* \* \* \* \***

**RESOLUTION AUTHORIZING A SECOND AMENDMENT TO THE AGREEMENT  
WITH KRJ DESIGN GROUP TO CONTINUE TO PROVIDE SERVICE DELIVERY  
REDESIGN, EXTENDING THE TERM BY 24 MONTHS TO JULY 1, 2013 THROUGH  
JUNE 30, 2018, INCREASING THE AMOUNT BY \$350,000 TO AN AMOUNT NOT TO  
EXCEED \$750,000**

---

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

**WHEREAS**, on September 9, 2013, the Director of the Human Services Agency (HSA) approved Agreement Number 70100-14-D003, authorizing KRJ Design Group to provide Service Delivery Redesign Services to HSA to accommodate its client service needs; and

**WHEREAS**, HSA experienced a significant increase in the number of office visits by San Mateo County residents once they became eligible for health insurance coverage under Health Care Reform in January 2014. This increase resulted in increased lines and wait times, as a result, public and client interaction spaces in HSA's offices were redesigned to take advantage of new technology and efficient workflows in order to minimize wait time and provide a more accessible, higher quality of service to clients; and

**WHEREAS**, on October 21, 2014, via Resolution Number 073457 the agreement was amended for additional Service Delivery Redesign Services, increasing the amount by \$300,000 for a total obligation of \$400,000, and extending the term by 12

months to July 1, 2013 through June 30, 2016; and

**WHEREAS**, the Parties now wish to further amend the agreement for additional Service Delivery Redesign Services, increasing the amount of the agreement by \$350,000 to an amount not to exceed \$750,000 and extending the term by 24 months to July 1, 2013 through June 30, 2018 ; and

**WHEREAS**, this Board has been presented with the second amendment to the agreement and has examined and approved it as to both form and content and desires to enter into said amendment.

**NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that:**

The President of this Board of Supervisors is hereby authorized and directed to execute said second amendment to the agreement with KRJ Design Group, for and on behalf of the County of San Mateo, and the Clerk of this Board shall attest the President's signature thereto.

\* \* \* \* \*