

**RESOLUTION NO. \_\_\_\_\_**

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

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**RESOLUTION AUTHORIZING AN AMENDMENT TO THE AGREEMENT WITH  
CHANNEL PARITY INCORPORATED TO CONTINUE TO SUPPORT THE  
REMOTE SERVICES ADMINISTRATION FOR SYNTELLECT CUSTOMER  
INTERACTION SYSTEM, EXTENDING THE TERM THROUGH JUNE 30, 2016,  
INCREASING THE AMOUNT BY \$300,000 TO \$400,000**

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

**WHEREAS**, it is critical for the County to provide project management, technical configuration, maintenance service and user support to the Syntellect phone system to allow San Mateo County residents to reach the Human Services Agency's call center quickly, which is vital to the implementation of the Health Care Reform; and

**WHEREAS**, on June 24, 2013, the Director of the Human Services Agency approved Agreement Number 72200-13-D001, authorizing Channel Parity Incorporated to provide the Remote Services Administration (RSA) for Syntellect Customer Interaction Management (CIM) System, for the term of June 1, 2013 through May 31, 2014; in the amount of \$100,000; and

**WHEREAS**, this Board has now been presented with an Amendment to the Agreement with Channel Parity to continue to support the Remote Services Administration for Syntellect Customer Interaction System, extending the term of the Agreement for 25 months to, July 1, 2013 through June 30, 2016; increasing the

amount by \$300,000 for a total amount of \$400,000; and

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

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

A. The President of this Board of Supervisors be, and is hereby, authorized and directed to execute said Amendment to the Agreement for and on behalf of the County of San Mateo, and the Clerk of this Board shall attest the President's signature thereto

B. The Director of the Human Services Agency or the Director's 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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