

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 SUPPORT THE REMOTE SERVICES ADMINISTRATION FOR SYNTELLECT CUSTOMER INTERACTION MANAGEMENT SYSTEM, EXTENDING THE TERM FROM JUNE 1, 2013 TO JUNE 30, 2017 AND INCREASING THE AMOUNT BY \$130,000 TO AN AMOUNT NOT TO EXCEED \$550,000.

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 approved agreement 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 to May 31, 2014 for the amount of \$100,000 and subsequent amendments expanded the scope of work to meet the requirements for the Covered California call center warm transfer process, extending the term to June 30, 2016 and increasing the amount of the agreement by \$320,000 for a total obligation of \$420,000; and

WHEREAS, the current Syntellect phone system will be obsolete within the next several years and Human Services Agency (HSA) intends to review and evaluate the requirements for an effective phone management system to meet the needs of the Benefits Eligibility Services Telecenter and Contact Call Center, and a twelve (12) month extension is needed to ensure the continuation of services during the evaluation

and development of a request for proposal; and

WHEREAS, your Board has been presented with a form of said amendment, has examined and approved it as to both form and content, and desires to enter into it, extending the term by twelve (12) months from June 1, 2013 to June 30, 2017, and increasing the amount by \$130,000 for a total obligation of \$550,000.

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

The President of this Board of Supervisors 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.

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