

RESOLUTION NO. .

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

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**RESOLUTION AUTHORIZING AN AMENDMENT TO THE AGREEMENT WITH
ENGHOUSE INTERACTIVE TO PROVIDE TELEPHONE MANAGEMENT SYSTEM
SOFTWARE, HARDWARE AND MAINTENANCE, EXTENDING THE TERM
THROUGH DECEMBER 31, 2017 AND INCREASING THE AMOUNT BY \$46,740, TO
AN AMOUNT NOT TO EXCEED \$146,740**

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

WHEREAS, on December 12, 2014, the County entered into an agreement with Enghouse Interactive to provide the Human Services Agency ("HSA") with telephone management system software, hardware and maintenance for a maximum amount not to exceed \$100,000 for the term of January 1, 2015 through December 31, 2016; and

WHEREAS, the HSA Economic Self-Sufficiency ("ESS") division continues to require the use of the call management system to ensure HSA clients receive prompt and effective customer service and timely benefits; and

WHEREAS, there has been presented to this Board of Supervisors for its consideration and acceptance a first amendment to the agreement, reference to which is hereby made for further particulars, increasing the amount by \$46,740 to a maximum amount not to exceed \$146,740 and extending the term of the agreement through December 31, 2017.

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board of Supervisors 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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