

RESOLUTION NO. .

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

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RESOLUTION AUTHORIZING AN AGREEMENT WITH NATIONAL RESEARCH CORPORATION D/B/A NRC HEALTH TO PROVIDE PATIENT ENGAGEMENT SURVEYS AND RELATED SERVICES FOR THE TERM MARCH 1, 2021 THROUGH FEBRUARY 29, 2024, TO AN AMOUNT NOT TO EXCEED \$460,000

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

WHEREAS, since 2007, San Mateo Medical Center (SMMC) has been using a third-party vendor to comply with the US Centers for Medicare and Medicaid Services directive that hospitals and clinics administer satisfaction surveys to patients in order to evaluate the services they have received; and

WHEREAS, in November 2020, SMMC completed a Request for Proposals for patient engagement surveys; and

WHEREAS, National Research Cooperation Health d/b/a NRC Health was chosen because they are able to offer unlimited customization and the ability to survey all patient services; and

WHEREAS, both parties wish to enter an agreement, for the term March 1, 2021 through February 29, 2024, for an amount not to exceed \$460,000; and

WHEREAS, this Board has been presented with a form of such agreement, has examined and approved it as both form and content, and desires to enter into it.

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 agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief of San Mateo County Health 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 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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