



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** COUNTY MANAGER

**File #:** 21-221

Board Meeting Date: 3/23/2021

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Michael P. Callagy, County Manager  
**Subject:** First Amendment to Agreement with CGI Technologies and Solutions Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing a first amendment to the agreement with CGI Technologies and Solutions Inc. to increase the amount by \$612,900 to an amount not to exceed \$1,108,900.

**BACKGROUND:**

On March 3, 2020, the County's Health Officer issued a "Declaration of Local Health Emergency Regarding Novel Coronavirus 2019," and the County Manager, as the County's Director of Emergency Services (the "Director"), issued a proclamation of local emergency pursuant to Government Code section 8630 and Chapter 2.46 of the County's Ordinance Code, which proclamation was ratified by this Board on March 10, 2020, pursuant to Government Code section 8630, and extended by this Board on April 7, 2020, until such time as the local emergency is terminated (the "COVID-19 Local Emergency").

In response to the COVID-19 Local Emergency, the County of San Mateo's Emergency Operations Center (EOC) was engaged to assist in the County's response. Pursuant to Section 2.83.040 of the County Ordinance Code, the Director entered into an agreement with CGI Technologies and Solutions Inc. (Contractor) for the provision of call center services for temporary assistance in scheduling COVID-19 vaccine appointments for an amount of \$496,000.

**DISCUSSION:**

Contractor is a highly experienced information technology and systems integration company that has worked to provide business solutions worldwide for over 40 years. The services provided as part of this Agreement comprise of call center services including staffing, scheduling and manual outreach. Language support is also offered in four languages: English, Spanish, Mandarin and Tagalog. Contractor is also able to integrate various appointment scheduling applications into their call center system.

These services have significantly contributed to the successful scheduling of vaccine appointments during the COVID-19 emergency. Due to the ongoing COVID-19 Local Emergency, the County has a continuing need for the support services provided by Contractor and staff therefore recommends this Board authorize a first amendment to increase the maximum fiscal obligation by \$612,900 to an amount not to exceed \$1,108,900.

**FISCAL IMPACT:**

This amendment will add \$612,900 to the amount authorized to be expended under the agreement, bringing the total value of the contract to \$1,108,900. The County anticipates that the funds to pay for the services provided pursuant to this amendment will initially come from General Fund sources. However, we expect that these funds may ultimately be covered by reimbursement from the funds provided through the federal American Rescue Plan or through State funds included in next year's budget that may be made available in connection with the County's response to the COVID-19 pandemic. The funds to be incurred in connection with this amendment were not included in the FY20-21 budget, however, there is sufficient unspent appropriation to cover the additional expenditure at this time.