

TO THE HONORABLE BOARD OF COMMISSIONERS OF BERRIEN COUNTY: Your County Personnel and Human Services Committee respectfully recommends the adoption of the following:

RESOLUTION

WHEREAS, as a component of the Berrien County Health Department's (BCHD) ongoing COVID-19 response, work is actively underway to increase community access and coverage for influenza vaccination clinics; and

WHEREAS, the BCHD would like to contract with CMetric, Inc. for the use of and access to MagicSeat, a virtual waiting room and queuing management system to be used with those clinics; and

WHEREAS, CMetric, Inc., with the MagicSeat application, provides an efficient system for managing residents waiting for vaccinations, allowing staff to accurately manage a queue and communicate with residents about current wait times and expected service delivery times, as well as supporting social distancing while waiting for clinic services as residents can wait in a vehicle or outside of a waiting room until their appointment slot is ready; and

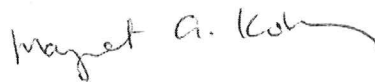
WHEREAS, the platform is provided at a monthly fee of \$350.00 per month or \$4,200 annually; and

WHEREAS, the agreement will be effective upon payment date and will continue no less than twelve months and can be maintained monthly thereafter or terminated with a 60-day notice; and

WHEREAS, the Berrien County Board of Health endorses this service agreement and corresponding business associate agreement (BAA), subject to approval by Corporate Counsel.

NOW, THEREFORE, BE IT HEREBY RESOLVED, that the Berrien County Board of Commissioners approves the contract with CMetric, Inc. for the purposes of managing a virtual waiting room and queuing management system and authorizes the Chairperson of the Board to execute the service agreement and BAA.

Resolution endorsed by the
BERRIEN COUNTY BOARD OF HEALTH



Margaret Kohring, Chair

RESPECTFULLY SUBMITTED,
BERRIEN COUNTY PERSONNEL AND HUMAN SERVICES COMMITTEE



William J. Chickering, Chairperson



David Vollrath, Vice Chairperson



Teri Sue Freehling

RESOLUTION APPROVED AS TO FORM	
Administrative _____	Date _____
Contractor Attached _____	
Corporate Counsel <i>JP/pe</i>	Date 11/4/2020
Contractor Attached _____	