

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.8
(ID # 28584)**

MEETING DATE:

Tuesday, December 16, 2025

FROM : ANIMAL SERVICES

SUBJECT: ANIMAL SERVICES: Ratify and approve Amendment No. 1 to the Professional Service Agreement for Answering Services with Direct Interactions, Inc. to: (a) to amend the compensation amount from an annual amount to an aggregated amount for four years, from February 20th, 2025 through November 30th, 2029, and (b) to increase the Agreement amount for a total aggregated amount of \$1,500,000 for four years through November 30th, 2029; All Districts [Total Cost \$1,500,000; plus, additional compensation up \$150,000 - 100% General Fund – Department Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve Amendment No. 1 to the Professional Service Agreement for Answering Services with Direct Interactions, Inc. to: (a) to amend the compensation amount from an annual amount to an aggregated amount for four years, from February 20th, 2025 through November 30th, 2029, and (b) to increase the Agreement amount for a total aggregated amount of \$1,500,000 for four years through November 30th, 2029;
2. Authorize the Purchasing Agent in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments that exercise the options of the Agreement, including modifications of the scope of services that stay within the intent of the Agreement; (b) sign amendments to the compensation provisions that do not exceed the sum total of ten (10%) of the total aggregate cost of the Agreement; and
3. Authorize the Purchasing Agent to issue Purchase Orders for payment of answering services performed under the Agreement by Direct Interactions, Inc. within the Board-approved compensation amounts.

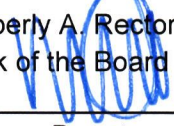
ACTION:Policy


Mary Martin 12/14/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Perez and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: Medina
Date: December 16, 2025
xc: Animal Services

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 300,000	\$ 300,000	\$ 1,500,000	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% General Fund			Budget Adjustment:	No
			For Fiscal Year: 25/26 – 29/30	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Department of Animal Services operates 24 hours a day, 7 days a week (24/7), to provide continuous support to the community. The Department is one of the primary County responders for emergencies, requiring constant availability. To always ensure adequate coverage, the Department provides answering services to the community during after-hours and holidays when business offices are closed. The Department strives to provide excellent customer service to the community on a 24/7 daily basis. This is achieved by having trained professionals answer calls, take messages, provide basic information about the Department, and forward relevant information to the Department, creating a positive first impression.

Impact on Residents and Businesses

It is a critical component of the Department to be available in emergencies. An immediate response can be the difference between a minor inconvenience and a major crisis. Providing answering services on a 24/7 daily basis to customers improves customer satisfaction, strengthens business-customer relationships, and boosts overall efficiency. The Department strives to provide the best customer support to the community resulting in fewer complaints.

Additional Fiscal Information

Description	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30	TOTAL
Total Costs	\$300,000	\$300,000	\$300,000	\$300,000	\$300,000	\$1,500,000

Contract History and Price Reasonableness

County Purchasing and Fleet Services, on behalf of the Department of Animal Services, solicited bids under RFQ ANARC-039, for "Answering Services" through the eProcurement system "PublicPurchase". The formal bid solicitation resulted in six responsive bidders. The bid responses were evaluated based on the lowest cost, adherence to the scope of work, and service acceptability. The estimated monthly cost between the bids ranged from \$25,500 through \$5,886. County Purchasing awarded the bid to "Direct Interactions, Inc." as the lowest most responsible/responsive bidder.

ATTACHMENTS:

1. Amendment No.1 to the Professional Services Agreement (ANARC-91505-003-11/29)

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA

Melissa Curtis
Melissa Curtis, Deputy Director of Purchasing and Fleet 12/5/2025

Aaron Gettis
Aaron Gettis, Chief of Deputy County Counsel 12/1/2025

Aaron Gettis
Aaron Gettis, Chief of Deputy County Counsel 12/5/2025

COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
FOR ANSWERING SERVICES
WITH
DIRECT INTERACTIONS, INC.

Original Contract Term:	February 20, 2025 through November 30, 2029
Effective Date of Amendment:	March 24, 2025
Original Aggregate Maximum Contract Amount:	\$35,000
Amended Aggregate Maximum Contract Amount:	\$1,500,000
Contract ID:	ANARC-91505-003-11/29

The Professional Service Agreement for Answering Services between County of Riverside, a political subdivision of the State of California, on behalf of its Department of Animal Services (COUNTY), and DIRECT INTERACTIONS, INC., a Washington corporation registered in the State of California to conduct business (CONTRACTOR), entered into as of February 20, 2025, is amended in this First Amendment as follows:

RECITALS

WHEREAS, COUNTY and CONTRACTOR entered into that certain Professional Service Agreement for Answering Services between County of Riverside and Direct Interactions, Inc., executed on February 20, 2025, (Agreement); and

WHEREAS, COUNTY and CONTRACTOR desire to amend the Agreement to increase aggregate compensation.

NOW, THEREFORE, for good and valuable consideration the receipt and adequacy of which hereby acknowledged, COUNTY and CONTRACT hereto agree to amend the Agreement as follows:

1. The second sentence in Section 3.1 (Compensation) of the Agreement is hereby deleted in its entirety and replaced with the following:

“Maximum payments by the COUNTY to CONTRACTOR shall not exceed during the period of performance one million five hundred thousand (\$1,500,000) during the period of performance, including all expenses, based on the availability of fiscal funding.”


2. All other terms and conditions of the Agreement not modified herein shall remain unchanged.
3. The Effective Date of this First Amendment shall be March 24, 2025.

DEC 16 2025 3.8

COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
FOR ANSWERING SERVICES
WITH
DIRECT INTERACTIONS, INC.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this First Amendment.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: 

V. Manuel Perez, Chair
Board of Supervisors

Dated: DEC 16 2025

DIRECT INTERACTIONS INC., a
Washington corporation

By: 

Name: Iliana Ulloa
Title: Chief Client Officer

Dated: Sep 11, 2025

ATTEST:

Kimberly Rector
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Minh C. Tran
County Counsel

By: 

Amrit P. Dhillon
Deputy County Counsel

DEC 16 2025 3.8









FIRST AMENDMENT TO THE AGREEMENT

Final Audit Report

2025-09-11

Created:	2025-09-10
By:	Cynthia Murcio (cmurcio@rivco.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAMFvMQDT2-4phiiO--Qu_6Q3RZ98FIZG

"FIRST AMENDMENT TO THE AGREEMENT" History

-  Document created by Cynthia Murcio (cmurcio@rivco.org)
2025-09-10 - 10:22:13 PM GMT
-  Document emailed to Iliana Ulloa (iliana.ulloa@directinteractions.com) for signature
2025-09-10 - 10:22:17 PM GMT
-  Email viewed by Iliana Ulloa (iliana.ulloa@directinteractions.com)
2025-09-10 - 10:33:51 PM GMT
-  Document e-signed by Iliana Ulloa (iliana.ulloa@directinteractions.com)
Signature Date: 2025-09-11 - 9:24:59 PM GMT - Time Source: server
-  Document emailed to Amrit Dhillon (adhillon@rivco.org) for signature
2025-09-11 - 9:25:00 PM GMT
-  Email viewed by Amrit Dhillon (adhillon@rivco.org)
2025-09-11 - 9:43:31 PM GMT
-  Document e-signed by Amrit Dhillon (adhillon@rivco.org)
Signature Date: 2025-09-11 - 9:44:41 PM GMT - Time Source: server
-  Agreement completed.
2025-09-11 - 9:44:41 PM GMT