



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** General Services  
**Department No.:** 063  
**For Agenda Of:** July 9, 2019  
**Placement:** Administrative  
**Estimated Tme:** N/A  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** General Services Janette D. Pell, Director (805) 560-1011  
Contact Info: Thomas Gresham, Assistant Director (805) 568-2606

**SUBJECT:** Agreement with NEC Corporation of America for Countywide Telephone System Maintenance and Support

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve, ratify and authorize the Chair to execute an Agreement for Services of Independent Contractor with NEC Corporation of America for the Countywide Telephone System Maintenance and Support in the amount not to exceed \$5,385,363.39 for a three-year term starting in July 1, 2019, with two options to extend the term by up to one year each without increasing the total contract amount; and
- b) Authorize the General Services' Director to exercise the two options to extend the term; and
- c) Determine under CEQA Guidelines Section 15061(b) (3) that this activity is exempt from review on the basis that it can be seen with certainty that there is no possibility that the activity may have a significant effect on the environment.

**Summary Text:**

The County of Santa Barbara's existing Agreement (BC-04-167) with NEC Corporation of America expires June 30, 2019. This contract will enable the County to continue supporting the telephone services to the County departments. Of the \$5,385,363.39 requested, \$3,885,363.39 is the current fixed cost of maintenance and support for five years (3 fixed and 2 optional), and \$1,500,000 represents capacity in the contract for use by County departments for their own departmental projects and equipment purchases.

**Background:**

The County of Santa Barbara has a distributed telephone services network deployed to meet specific operational needs of County departments. The Countywide telephone network has approximately 11,000 ports, which includes analog, digital, IP stations, trunks and other miscellaneous ports.

The Countywide network has ten (10) NEC SV9500 nodes, which are distributed in the Santa Barbara, Lompoc, Solvang, and Santa Maria areas.

Information and Communications Technology department conducted a request for proposal (RFP) process in March 2019 and received three qualified responses.

NEC Corporation of America received the highest evaluation score and was selected by the Selection Committee.

**Performance Measure:**

- A. Complete 100% of moves, adds and change requests by the agreed upon due date.
- B. Resolve 100% of the service repair calls within 24 hours in a business day.
- C. Keep and improve telephone services overall customer satisfaction rating of 90% satisfied or very satisfied users.
- D. NEC Corporation of America has performed per previous Agreement and it is anticipated the quality of their service will meet the County’s expectations.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Annualized On-going Maintenance Cost:</u></b>	<b><u>Annualized Moves, adds, and Change (MAC) Cost Estimated</u></b>	<b><u>Total Agreement Cost</u></b>
ISF Estimated	FY19-20: \$740,727.86	FY19-20: \$300,000	\$ 1,040,727.86
ISF Estimated	FY20-21: \$751,446.02	FY20-21: \$300,000	\$ 1,051,446.02
ISF Estimated	FY21-22: \$774,244.22	FY21-22: \$300,000	\$ 1,074,244.22
ISF Estimated	FY22-23: Option Year \$797,736.27	FY22-23 Option Year: \$300,000	\$ 1,097,736.27
ISF Estimated	FY23-24: Option Year \$821,209.02	FY23-24 Option Year: \$300,000	\$ 1,121,209.02
Total Fund (1919)	\$3,885,363.39		
Departmental Budgets Estimated		\$1,500,000	
Total			\$5,385,363.39

Narrative:

Basic telephone system maintenance and support fees are included in the annual Communication Services Internal Service Fund budget and this budgeted cost is factored into the monthly telephone rate per device charged to the departments. Departmental projects, equipment purchases, and telephone adds, moves, and changes are included in the department’s annual budgets in a separate line items and if incurred, are billed by Communications Services.

**Key Contract Risks:**

NEC has performed satisfactorily for its previous Board contract and there is no reason to believe any future performance issues based upon NEC’s history with the County.

**Staffing Impacts:** None

**Special Instructions:**

Provide two (2) duplicate originals of the Agreement and a Minute Order to Carl Thornton, Communications Manager, General Services Department.

**Attachments:**

1. Agreement for Services of Independent Contractor with NEC Corporation of America (1 Original; 2 Duplicates Original)

**Authored by:**

Carl Thornton, Communications Manager, General Services Department