



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: Information Technology
Department No.: 067
For Agenda Of: May 7, 2024
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Chris Chirgwin, Chief Information Officer, 568-2608
Director(s)
Contact Info: Andre Monostori, Deputy Chief Information Officer, 568-2606

SUBJECT: Agreement for Services of Independent Contractor with Frontier Communications of America, Inc.; All Districts.

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

- a) Authorize and approve the Chair of the Board to execute an Agreement for Services of Independent Contractor with Frontier Communications of America, Inc. (Frontier), for the County's telephone services for a total maximum contract amount of \$260,295.60, beginning May 7, 2024, through May 6, 2025 (Agreement); and
- b) Approve and Authorize the Chief Information Office (CIO), or their designee, to execute Letters of Agency to authorize the service provider, Frontier, to perform specific technical services related to the transition of telephone services.
- c) Approve and authorize the Chief Information Officer (CIO), or their designee, to order additional services in an amount not to exceed 10% of the contract amount, or \$26,029.56.
- d) Determine that the above recommended action is a government funding mechanism or other government fiscal activity, which does not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and is therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

Summary Text:

This item is on the agenda to request that the Board of Supervisors (Board) authorize the Chair to enter into the Agreement with Frontier for the provision of the County’s telephone services.

Background: In 2012, the County made the strategic decision to transition its telephone service provider from Verizon (now Frontier) to TW Telecom, driven by the promise of more competitive pricing and the obsolescence of the previous service. Over the years, the telecommunication industry has undergone significant shifts in the consolidation of service providers. In June of 2014, TW Telecom was acquired by Level 3 Communications. Subsequently, in November of 2017, CenturyLink acquired Level 3, rebranding as Lumen Technologies in 2020.

While Lumen Technologies did not have a direct presence in the County, they did operate as a Competitive Local Exchange Carrier (CLEC) in the area. To furnish service to the County, the CLEC leased the crucial "last mile" infrastructure from the Incumbent Local Exchange Carrier (ILEC), which was Verizon (now Frontier).

Since the expiration of the County's contract with Lumen in 2018, rates have risen steadily. However, in August of 2023, the escalation took an unexpected turn, with rates skyrocketing without prior notice. Despite efforts to engage Lumen in renegotiation discussions for a more favorable contract, they have remained unyielding. Consequently, the County's Information Technology Department initiated a search for alternative telephone service carriers. Recognizing Frontier (formerly Verizon) as the ILEC, staff reached out to them along with other providers. Fortunately, Frontier stepped up as the sole provider willing to enter into a contract that would substantially decrease the department’s telephone service expenses. With this new agreement, the County stands to save nearly \$100,000.00 per month (based on the current comparison of rates between Frontier and Lumen), marking a significant achievement in cost reduction and stability. This is a one-year interim solution to control costs while the County continues its process to replace and modernize its telephone system. By procuring these services directly from Frontier (as the ILEC), the County will be receiving the best sole-source pricing possible.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Sources	FY 2024-25 Total	
	Cost	
General Fund	\$	260,300.00
Total	\$	260,300.00

Narrative:

Funding to cover the cost of the Agreement is included in the Internal Service Fund (ISF) rates charged to departments in the approved FY 2024-25. We will be using our operating budget to fund these

service charges. The agreement is a twelve-month term at a monthly rate of \$21,691.30 (\$21,691.30 x 12=\$260,295.60). Cost for this service is anticipated to be incurred during FY 2024-25.

Key Contract Risks:

The limitation of liability provision in the agreement may result in the County assuming any and all risk associated with this service. However, the cost savings of moving from Lumen to Frontier and the necessity of this service to County operations outweigh the contractual risks associated with this agreement.

Special Instructions:

Provide one (1) duplicate original of Amendment No. 1 and a Minute Order to Onelia Rodriguez, Finance Manager, Information Technology Department.

Attachments:

Attachment A—Frontier Service Agreement

Authored by:

Jason Womack, Administrative Office Professional II, Information Technology Department