



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: June 25, 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, (805) 568-2608
Director(s)
Contact Info: Andre Monostori, Deputy CIO, (805) 568-2606

SUBJECT: Agreement for Services of Independent Contractor with NEC Corporation of America for Countywide Telephone System Maintenance and Support; All Districts.

County Counsel Concurrence

As to form: Yes

Other Concurrence: Select_Other

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

- a) Approve and authorize the Chair to execute the Agreement for Services of Independent Contractor with NEC Corporation of America to provide telephone maintenance and support services for Fiscal Year 2024-25, with options for Fiscal Years 2025-26 and 2026-27, in the amount not to exceed \$3,190,516 (Agreement); and
- b) Approve and authorize the Chief Information Officer or their designee to exercise the option to extend the term of the Agreement; and
- c) Approve and authorize the Chief Information Officer or their designee to order additional services under the Agreement in an amount not to exceed \$250,000; and
- 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:

The County's existing Agreement (BC19302) with NEC Corporation of America (NEC) expires June 30, 2024. The requested new contract with NEC will enable the County to continue supporting the

telephone services to County departments. Of the \$3,190,516 requested, \$2,440,516 is the current fixed cost of the maintenance and support services for the three years (1 fixed and 2 optional), and \$750,000 represents capacity in the contract for use by County departments for budgeted departmental projects and equipment purchases. Agreement costs for fiscal years 2022-23 and 2023-24 were \$1,097,736.27 and \$1,121,209.02, which are in line with the costs outlined in the new agreement.

Background:

The County has a distributed telephone services network deployed to meeting specific operational needs of County departments. The Countywide telephone network has approximately 12,100 ports, which includes analog, 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.

The Information Technology Department (ITD) conducted a request for proposal (RFP) in February of 2024. NEC received the highest evaluation score and was selected by the Selection Committee.

NEC has performed per previous Agreements, and it is anticipated the quality of their service will continue to meet the County’s expectations.

Performance Measure:

- a) Complete 100% of moves, adds, and changes (MAC) requested by the agreed upon due dates.
- 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.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

| <u>Funding Sources</u> | <u>Annualized On-Going Maintenance Cost</u> | <u>Annualized Moves, Adds, & Changes (MAC) Cost Estimated</u> | <u>Total Project Cost</u> |
|--------------------------------------|--|--|----------------------------------|
| ISF Estimated (FY 24-25) | \$ 807,035.00 | \$ 250,000.00 | \$ 1,057,035.00 |
| ISF Estimated (FY 25-26 Option Year) | \$ 811,305.00 | \$ 250,000.00 | \$ 1,061,305.00 |
| ISF Estimated (FY 26-27 Option Year) | \$ 822,176.00 | \$ 250,000.00 | \$ 1,072,176.00 |
| Total Fund 1919 | \$ 2,440,516.00 | | |
| Departmental Budgets Estimated Total | | \$ 750,000.00 | \$ 3,190,516.00 |

Narrative:

Basic Telephone system maintenance and support fees are included in the annual Communication Services Internal Service Fund (ISF) budget, and this budget 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 each department’s annual budget in a separate line item and, if incurred, are billed by ITD.

Key Contract Risks:

NEC has performed satisfactorily per previous Board agreements, and there is no reason to believe there will be any future performance issues based upon NEC's history with the County.

Special Instructions:

Clerk of the Board: Please return one (1) copy of the executed agreement plus the minute order of the action to the Information Technology Department, attention: Onelia Rodriguez, Finance Manager, Information Technology Department.

Attachments:

Attachment A—NEC Telephone Support & Maintenance Agreement

Authored by:

Jason Womack, Administrative Office Professional II, Information Technology Department