



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: September 8, 2015
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: General Services: Matthew P. Pontes, Director 560-1011
Contact Info: Jennifer Slayman, Assistant Director 568-2606
General Services Information & Communications Technology

SUBJECT: Countywide Telephone Maintenance and Support Contract Extension

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions: That the Board of Supervisors:

Auditor-Controller Concurrence

As to form: Yes

- a) Approve and Authorize the Chair to execute the attached Amendment to the Countywide Telephone Maintenance and Support Agreement with NEC Corporation of America, a local vendor, for the support and maintenance of the countywide telephone system;
- b) Ratify NEC Corporation of America's performance between July 1, 2015 and the execution of the attached Amendment to the Countywide Telephone Maintenance and Support Agreement;
- c) Authorize the General Services Director to review and approve annual contract extensions for optional years two through four of Board Contract 15119; and
- d) Determine that contracting with NEC Corporation of America for countywide telephone system maintenance and support was found by your Board to be exempt from the provisions of the California Environmental Quality Act pursuant to CEQA Guidelines § 15301 on December 9, 2014, and that a Notice of Exemption was filed on that basis, and that the proposed action is within the scope of the attached Notice of Exemption.

Summary Text:

In 2014, the Board approved BC15119 with NEC Corporation of America (NEC) to provide maintenance and support for the countywide telephone system and provide data wiring installation. The contract is for one year with options for four additional one year extensions. The initial contract expired on June 30, 2015. General Services received the attached notice of expiration on June 24, 2015. Since July 1, 2015, NEC has continued to provide services. This request is to authorize the Chair to execute

the first of four one year extensions to the contract and to authorize the General Services Director to review and approve annual NEC Telephone System Maintenance contract extensions for years two through four. The system is comprised of the Telephone Switching systems, Call Accounting System, E911 and Voice Mail System.

Background:

When a telephone is moved, added, or changed, when a data jack is installed for a department, when a new component is added to the phone system, the installation costs are outsourced to NEC under this maintenance and support contract. In addition, the County purchases materials for such installations from NEC. This contract also covers the three onsite technicians that provide day to day maintenance and troubleshooting for the system. The costs for software assurance and systems maintenance are also included in the contract.

Performance Measure:

Resolve 80% of all telephone service repair calls within one business day.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>FY 14/15 - Year One of Contract</u>	<u>Current FY Cost:</u>	<u>Estimated charges for remaining 3 years of maintenance</u>	<u>Estimated charges for Departmental projects</u>	<u>Total One Time Project Cost</u>
General Fund					
State					
Federal					
Fees					
ISF Fund 1919	\$ 487,534	\$ 670,147	\$ 2,010,441	\$ 831,878	\$ 4,000,000
Total	\$ 487,534	\$ 670,147	\$ 2,010,441	\$ 831,878	\$ 4,000,000

Narrative:

Basic telephone system maintenance and support fees are included in the annual General Services Internal Service Fund 1919 budget and this budgeted cost is factored into the monthly telephone rate per device, charged to the departments as part of the normal rate structure.

FY 14/15 costs were \$487,534. Many pieces of equipment were new last year and covered by warranty. The warranty for the new equipment acquired during FY 14/15 will expire during FY 15/16. Therefore, beginning in FY 15/16, the County will have to pay to repair and maintain telephone equipment which during FY 14/15 was repaired or maintained for free. Accordingly, maintenance and repair costs for FY 15/16 will be higher than they were for FY 14/15. The current fiscal year costs for moves, adds and changes of telephones and system maintenance is \$670,147. General Services has allocated \$2,010,441

to annual maintenance costs in future fiscal years. The remainder of the contract \$831,878 is reserved for department projects, purchases and equipment as needed.

Key Contract Risks:

NEC has plans to change their maintenance and support model away from onsite technicians to a remote diagnostics and support approach. The availability of onsite technicians may end and a new service model may need to be developed in future fiscal years.

Staffing Impacts:

Legal Positions:

FTEs:

Special Instructions:

Please send one (1) duplicate contract to NEC. Please send contract and one (1) duplicate of the minute order to Jennifer Slayman, General Services Department.

Attachments:

Attachment A: Copy of referenced Board Contract 15119

Attachment B: Copy of December 9, 2014 minute order authorizing BC 15119

Attachment C: One (1) Original and one (1) duplicate Amendment to the Countywide Telephone Maintenance and Support Agreement with NEC Corporation of America

Attachment D: Extension Letter

Attachment E: Schedule A, Schedule of Maintenance Coverage for FY 15/16

Authored by:

Jennifer Slayman, Assistant Director General Services 568-2606

cc: