



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: December 9, 2014
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
Division

SUBJECT: Countywide Telephone Maintenance and Support Contract, Award Contract

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 and authorize the Chair to execute a one year Contract with options for four additional one year extensions, with NEC Corporation of America, a local vendor, in a total contract amount, including cost reimbursements, not to exceed \$4,000,000 to maintain and support the countywide telephone system; and
- b) Determine that the proposed project is exempt from the provisions of CEQA pursuant to State CEQA Guidelines Section 15301, as it involves the operation and maintenance of County equipment that will result in no or negligible expansion of existing use and direct staff to file an Notice of Exemption on that basis.

Summary Text:

General Services is proposing to enter into a one year Contract with options for four additional one year extensions with NEC Corporation of America (NEC) to provide maintenance and support for the countywide telephone system. The previous telephone system maintenance and support contract with NEC, BC 04-167, terminated on June 30, 2014. Since July 1, 2014 NEC has continued to provide

services as the terms of the new contract were negotiated. The system is comprised of the Telephone Switching systems, Call Accounting System, E911 and Voice Mail System.

Background:

In 2013, an RFP for the design, upgrade/installation and future maintenance of the telephone system was developed, advertised and evaluated. On October 15, 2013, the Board awarded the design and upgrade contract to NEC, Board Contract-14139. The maintenance pricing identified in the design and upgrade RFP was used in developing the terms of the new maintenance and support contract. NEC qualifies as a local vendor in that they permanently staff onsite technicians in both North and South County. In 2014, the telephone system underwent a significant upgrade to support Voice over Internet Protocol (VoIP) technologies and consequently the previous maintenance contract was substantially updated.

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>Current FY Cost:</u>	<u>Estimated charges for 5 years of moves, adds, changes and system maintenance</u>	<u>Estimated charges for 5 years of Departmental projects</u>	<u>Total One Time Project Cost</u>
General Fund				
State				
Federal				
Fees				
ISF Fund 1919	\$ 487,534	\$ 2,437,670	\$ 1,562,330	\$ 4,000,000
Total	\$ 487,534	\$ 2,437,670	\$ 1,562,330	\$ 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.

The current fiscal year costs for moves, adds and changes of telephones and system maintenance is \$487,534. Each year for four subsequent years the contract's support and maintenance rates can be increased by the CPI, not to exceed 4%. The remainder of the contract \$1,562,330, 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.

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: One (1) Original and one (1) duplicate contract

Attachment B: Notice of Exemption

Authored by:

Jennifer Slayman, Assistant Director General Services 568-2606

cc: