



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: November 13, 2018
Placement: Administrative
Estimated Tme: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: General Services Janette Pell, Director (805) 560-1001
Contact Info: Tom Gresham, ITD Assistant Director (805) 568-2606
Carl Thornton, Communications Manager (805) 681-5581
SUBJECT: Amendment to Telephone System Maintenance and Support Contract BC05-119; All Districts

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Authorize the Chair to execute a contract amendment exercising the option to extend the existing Telephone System Maintenance and Support contract with NEC Corporation of America ("NEC"), (a local vendor) increasing the total contract amount from \$4,000,000 to \$5,000,000; and
- b) Determine that the above actions are not a project under the California Environmental Quality Act (CEQA) pursuant to Section 15378(b)(5) of the CEQA guidelines.

Summary Text:

The NEC contract for telephone system support and data wiring installation was originally brought to the Board for approval in 2014. The contract is due to expire in 2019. The Board authorized the Department Director to execute five one-year extensions through June 30, 2019. The original not to exceed amount of \$4,000,000 will be eclipsed during this fifth and final contract year. The increase will ensure that the contract is sustainable for the remainder of the fiscal year and will allow staff time analyze current systems and the need for a subsequent service bid.

This request is to increase the contract amount for the provision of routine telephone systems maintenance and support and labor and installs by \$1,000,000 to a not to exceed amount of \$5,000,000.

Background:

In 2013, an RFP for the design, upgrade/installation and future maintenance of the telephone system was developed, advertised and evaluated. NEC was awarded the design and upgrade contract and the maintenance pricing identified in the RFP was used in developing the terms of the new maintenance and support contract. In 2014, the telephone system underwent a significant upgrade to support Voice over Internet Protocol (VoIP) technologies and consequently the maintenance contract was substantially updated.

When a telephone is moved, added, or changed or a data jack is installed within a department, the installation is performed by NEC under the maintenance and support contract. In addition the County purchases materials for such installations from NEC. The contract provides for three onsite technicians to provide normal day to day maintenance and also participate in the troubleshooting process when systems break. The costs for software assurance and maintenance are also included in the contract.

An RFP will be issued early next year for a new telephone system support and data wiring installation contract and a separate analysis of the current telephone system is planned for FY 2019-20. This analysis will examine the current system and include interviews with customers to determine if the system can be upgraded or replaced with a more cost effective platform that meets the needs of all departments.

Performance Measure:

- A. Complete 80% of 1000 telephone move, add, and change requests by the agreed due date.
- B. Resolve 80% of 1000 telephone service repair calls within one business day.
- C. Overall customer satisfaction rating of 90% satisfied or very satisfied with telephone services.

Fiscal and Facilities Impacts:

Budgeted: Yes

Narrative: The telephone move, add and change and new installation activities are included in departments' annual budgets. The base telephone system maintenance and support fees are included in the annual Communications Internal Service Fund budget and this budgeted cost is factored into the monthly telephone rate per device charges to the departments.

Fiscal Year	BC 15-119 NEC Contract Expenditures to date
2014-15	803,307
2015-16	622,417
2016-17	820,048
2017-18	1,355,484
2018-19	360,054
Total	3,961,310

Special Instructions:

Request the Chair of the Board to sign (2) original amendments, and the Clerk of the Board return (1) signed amendment and Minute Order to Carl Thornton, Communications Manager – General Services Department ext. 5581.

Attachments:

1. First Amendment to Telephone System Maintenance and Support Contract BC05-119

Authored by:

Tom Gresham, Assistant Director, General Services
Carl Thornton, Communications Manager, General Services