



Monterey County

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

Legistar File Number: A 20-096

May 05, 2020

Introduced: 4/16/2020

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

Approve and authorize the Director of Information Technology Department or his designee to execute Amendment No. 4 to the Agreement with D & S Communications, Inc., extending the term of the agreement for one year, for Mitel telephone system maintenance services, technical support and system upgrades, for a revised agreement term of May 1, 2015 through December 31, 2021, adding an additional \$257,708.81, for a new agreement total not to exceed \$1,808,126.49.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Information Technology Department or his designee to execute Amendment No. 4 to the Agreement with D & S Communications, Inc., extending the term of the agreement for one year, for Mitel telephone system maintenance services, technical support and system upgrades, for a revised agreement term of May 1, 2015 through December 31, 2021, adding an additional \$257,708.81, for a new agreement total not to exceed \$1,808,126.49.

SUMMARY/DISCUSSION:

The Information Technology Department (ITD) is responsible for the support and maintenance of the telephone system relied upon by all county employees. The existing Agreement with D & S Communications Inc. (D & S) provides the County with high-level, specialized expertise, not otherwise available in-house, that is needed to resolve technical telephone system issues.

In August of 2016 the Board of Supervisors approved amendment no. 1, adding CallXpress Voicemail system, Telchemy monitoring, and InGate session board controller. In 2017, the County amended the agreement via amendment no. 2 to extend the services for two years with prior Board of Supervisors approval. In December of 2018, the County amended the agreement via amendment no. 3 to include support of the InGate SIParator feature of the County's telephone system.

ITDs recommend the Board approves amendment no. 4, which will extend the agreement services for one additional year through December 31, 2021.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed Amendment No. 4 as to form.

FINANCING:

This requested expense is included in the FY2019-20 Adopted Budget for the Information Technology Department 1930, Budget Unit 8436, Appropriation unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:


Since the County telephone system is used by all County departments including, public safety, to

communicate with the public, reliable telephone service is critical to daily and emergency functions. Support and maintenance of these systems are necessary to ensure reliable telephone service for all users of these systems.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Lynnette Beardsall, Management Analyst II, 759-6938

Approved by:

 _____ Date: 4/21/20

Eric A. Chatham, Director of Information Technology, 759-6920

Attachments:

- D&S Communications, Inc. Amendment No. 4
- D&S Communications, Inc. Amendment No. 3
- D&S Communications, Inc. Amendment No. 2
- D&S Communications, Inc. Amendment No. 1
- D&S Communications, Inc. Original Agreement

Attachments on file with Clerk of the Board