



County of Monterey

Item No.

Board Report

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

Legistar File Number: 25-259

May 13, 2025

Introduced: 4/14/2025

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

- a. Approve and authorize a retroactive Maintenance Agreement, for a term beginning July 01, 2024 through June 30, 2026, in an amount not to exceed \$139,798 between the County of Monterey, by and through the County of Monterey Treasurer-Tax Collector, and Columbia Ultimate Business Systems, LLC, to provide software license, software maintenance support, and professional services for the Revenue Plus Collector System; and
- b. Approve and authorize a retroactive Correspondence Agreement, for a term beginning July 01, 2024 through June 30, 2026, in an amount not to exceed \$150,000 between the County of Monterey, by and through the County of Monterey Treasurer-Tax Collector, and Columbia Ultimate Business Systems, LLC, to provide printing and mailing of letters to customers, demographic searches, and electronic address confirmation; and
- c. Approve and authorize a retroactive Hosted Voice Over Internet Protocol (VoIP) Agreement, for a term beginning July 1, 2024 through December 31, 2025, in an amount not to exceed \$100,000 between the County of Monterey, by and through the County of Monterey Treasurer-Tax Collector, and Columbia Ultimate Business Systems, LLC, to provide a hosted VoIP PBX with voice mail, multi-line calling service, to aid in the collections of Court Fines and Fees and facilitate 24/7 customer service for payments and account inquiries; and
- d. Approve the recommendation of the Treasurer-Tax Collector to authorize the following non-standard risk provisions: insurance, indemnification, and limitations on liability.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize a retroactive Maintenance Agreement, for a term beginning July 01, 2024 through June 30, 2026, in an amount not to exceed \$139,798 between the County of Monterey, by and through the County of Monterey Treasurer-Tax Collector, and Columbia Ultimate Business Systems, LLC, to provide software license, software maintenance support, and professional services for the Revenue Plus Collector System; and
- b. Approve and authorize a retroactive Correspondence Agreement, for a term beginning July 01, 2024 through June 30, 2026, in an amount not to exceed \$150,000 between the County of Monterey, by and through the County of Monterey Treasurer-Tax Collector, and Columbia Ultimate Business Systems, LLC, to provide printing and mailing of letters to customers, demographic searches, and electronic address confirmation; and

- c. Approve and authorize a retroactive Hosted Voice Over Internet Protocol (VoIP) Agreement, for a term beginning July 1, 2024 through December 31, 2025, in an amount not to exceed \$100,000 between the County of Monterey, by and through the County of Monterey Treasurer-Tax Collector, and Columbia Ultimate Business Systems, LLC, to provide a hosted VoIP PBX with voice mail, multi-line calling service, to aid in the collections of Court Fines and Fees and facilitate 24/7 customer service for payments and account inquiries: and
- d. Approve the recommendation of the Treasurer-Tax Collector to authorize the following non-standard risk provisions: insurance, indemnification, and limitations on liability.

SUMMARY/DISCUSSION:

The Treasurer-Tax Collector (TTC) Revenue Division performs collection services of court-ordered debt, in part, by utilizing the Revenue Plus Collector case management system and Columbia Ultimate Business Systems (CUBS) services. These services include the printing and mailing of letters to customers, demographic searches, and electronic address confirmation. Additional services include an integrated Cloud-based VoIP product that provides a hosted VoIP PBX with voice mail and multi-line calling services that facilitate 24/7 customer access by providing payment and account query solutions.

On January 12, 2024 an Assignment and Assumption Agreement was entered into between Ontario Business Systems, LLC and Columbia Ultimate Business Systems, LLC. The TTC brought this agreement to your Board on August 27, 2024, which was approved as Board Order 24-568. Since that time the TTC has been working with the vendor, vendors counsel, County Counsel, Risk Management, Contracts-Purchasing and the Auditor-Controller to prepare and process new agreements. Due to the multiple parties involved and vendor delays we were unable to avoid the retroactive nature of these contracts. Fortunately, after multiple iterations and negotiations with the vendor we are finally able to move forward and bring these contracts for your approval.

OTHER AGENCY INVOLVEMENT:

County Counsel, Risk Management, and Contracts Purchasing, have reviewed the Agreements and concur with the provisions. Auditor-Controller has reviewed and approved as to standard fiscal provisions for the Correspondence agreement but does not agree to the non-standard payment provisions for the Maintenance and Hosted Voice Over Internet Protocol (VoIP) agreements.

FINANCING:

Requested actions and the costs associated with them are currently budgeted in the 2024-25 and 2025-26 requested budget and will not impact the County General Fund as Court ordered collection costs are eligible for recovery through the State of California Comprehensive Collections Program.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This recommendation supports the Administration initiative by providing transparency and accountability in the collection of Court Ordered Debt.

Mark a check to the related Board of Supervisors Strategic Initiatives

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

Prepared by: Kathleen Mauzey, Finance Manager I, x5142

Reviewed by: Sacramento Villicana, Chief Deputy Treasurer-Tax Collector, x5436

Approved by: Mary Zeeb, Treasurer-Tax Collector, x5015

Attachments:

- Exhibit A-Columbia Ultimate Business Systems-Maintanance NSA
- Exhibit B-Columbia Ultimate Business Systems-Correpondence NSA
- Exhibit C-Columbia Ultimate Business Systems--IVR NSA
- Exhibit D-Executed Assignment & Assumption Board Order 24-568