



Monterey County

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

Board Report

Legistar File Number: 19-0576

July 23, 2019

Introduced: 7/11/2019

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

- a. Approve and Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to sign a three (3) year agreement, with Mission Critical Partners (MCP), LLC in the amount not to exceed \$77,122.00 for the initial term retroactive to July 1, 2019 through June 30, 2022, MCP provides proactive system and network monitoring to detect and resolve issues on MCSO servers; and
- b. Authorize the Auditor-Controller to issue a payment totaling \$16,800.00 for services provided from December 2018 to June 2019; and
- c. Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to sign up to two (2) additional one (1) year amendments where the amendment does not significantly change the scope of work, and where the amendment does not increase the contract value more \$35,000.00 per year for a for a maximum not to exceed amount of \$147,122.00.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to sign a three (3) year agreement, with Mission Critical Partners (MCP), LLC in the amount not to exceed \$77,122.00 for the initial term retroactive to July 1, 2019 through June 30, 2022, MCP provides proactive system and network monitoring to detect and resolve issues on MCSO servers; and
- b. Authorize the Auditor-Controller to issue a payment totaling \$16,800.00 for services provided from December 2018 to June 2019; and
- c. Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to sign up to two (2) additional one (1) year amendments where the amendment does not significantly change the scope of work, and where the amendment does not increase the contract value more \$35,000.00 per year for a for a maximum not to exceed amount of \$147,122.00.

SUMMARY/DISCUSSION:

The Monterey County Sheriff's Office (MCSO) entered into a contract with Athena Advanced Networks (AAN) to design and deploy a virtual environment which could support applications dedicated to the operations of MCSO. The existing system currently supports the Security Door System which logs and manages access into controlled areas along with providing reports relevant for chain of custody inquiries. The existing system has been extended through the support of AAN to include the Crywolf System for first alarms, the Sheriff's Office internal help desk system along with the crime reporting system.

AAN provides proactive system and network monitoring of the system to detect and resolve issues.

The system which is installed at MCSO is maintained by MCSO staff and the vendor. Subsequently, AAN was purchased by Mission Critical Partners (MCP). The MCSO is requesting to contract with the new vendor to ensure continuity and optimum service.

In November 2018 MCP acquired AAN. It was during this time that the contract with AAN expired. Because of a miscommunication with the MCSO IT staff and subsequent retirement of the MCSO contracts manager a contract with the MCP was never completed. After acquiring AAN, MCP continued to monitor the MCSO system. Since December 2018 to June 2019 MCP has identified and resolved over 56 issues (i.e. network and communication errors preventing the servers from crashing and/or not responding properly). MCSO is requesting that the Board authorized the auditor-controller to pay MCP for services performed during this time.

A copy of this Agreement is on file with the Clerk of the Board.

OTHER AGENCY INVOLVEMENT:

County Counsel has approved the agreement as to legal form, and the Auditor/Controller has reviewed for fiscal provisions. The county's Information Technology Department has reviewed the agreement.

FINANCING:

The \$16,800.00 payment will be paid out of the FY 2019-20 budget. The cost of this contract was included in the FY 2019-20 proposed budget. There will be no increase in General Fund Contribution resulting from this Board action.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This contract meets the Board's strategic initiatives by "*Promoting an organization that practices efficient and effective resource management*"

Mark a check to the related Board of Supervisors Strategic Initiatives

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

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Approved by: Steve Bernal, Sheriff/Coroner, Extension #3750

Attachment: Agreement with Mission Critical Partners, LLC