



County of Monterey

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

Legislation Details (With Board Report)

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|----------------------|---|----------------------|---------------------------|
| File #: | A 18-194 | Name: | Open Text Amendment No. 1 |
| Type: | BoS Agreement | Status: | Consent Agenda |
| File created: | 5/18/2018 | In control: | Board of Supervisors |
| On agenda: | 6/5/2018 | Final action: | |
| Title: | a. Authorize the Director of the Information Technology Department to execute amendment no. 1 to the services agreement with Open Text, Inc., adding service and maintenance of Right Fax FOIP Enable Delivery Channel, and increasing the \$17,802 amount by \$2,640, for a revised agreement total of \$20,442; and b. Authorize the Director of the Information Technology Department to sign up to two (2) amendments to this Agreement, extending services by one (1) year each, where any increased costs do not exceed 10% of the agreement amount (\$2,044), per amendment, and do not significantly alter the terms of the Agreement. | | |

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. Open Text Amend No. 1, 3. Open Text Agreement, 4. Completed Board Order

| Date | Ver. | Action By | Action | Result |
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- a. Authorize the Director of the Information Technology Department to execute amendment no. 1 to the services agreement with Open Text, Inc., adding service and maintenance of Right Fax FOIP Enable Delivery Channel, and increasing the \$17,802 amount by \$2,640, for a revised agreement total of \$20,442; and
b. Authorize the Director of the Information Technology Department to sign up to two (2) amendments to this Agreement, extending services by one (1) year each, where any increased costs do not exceed 10% of the agreement amount (\$2,044), per amendment, and do not significantly alter the terms of the Agreement.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Director of the Information Technology Department to execute amendment no. 1 to the services agreement with Open Text, Inc., adding service and maintenance of Right Fax FOIP Enable Delivery Channel, and increasing the \$17,802 amount by \$2,640, for a revised agreement total of \$20,442; and
b. Authorize the Director of the Information Technology Department to sign up to two (2) amendments to this Agreement, extending services by one (1) year each, where any increased costs do not exceed 10% of the agreement amount (\$2,044.20), per amendment, and do not significantly alter the terms of the Agreement.

SUMMARY/DISCUSSION:

The County has used the Right Fax product for over five years. Right Fax allows users to send a fax from their desktops. Approximately 400 County employees use this product. The product is important to the County because it is compliant with the privacy and security requirements of the Health Insurance Portability and Accountability Act (HIPPA).

In November 2017, the Board of Supervisors approved an upgrade to the RightFax system, the FOIP Enable

Delivery Channel, allowing the system to stay compatible with new Windows operating systems and to migrate to virtual server hardware to replace obsolete hardware. With that upgrade came the necessity to add maintenance and support of the FOIP Enable Delivery Channel.

Right Fax is manufactured by Open Text Inc. On October 4, 2016, the Board approved a non-standard agreement with Open Text for maintenance and support of the County's Right Fax System, in the amount of \$17,802 over a three-year term. The proposed amendment adds \$2,640 to pay for support and maintenance of the FOIP Enable Delivery Channel service upgrade. Non-standard terms in the Agreement previously approved by the Board are unchanged by the amendment.

OTHER AGENCY INVOLVEMENT:

County Counsel does not approve continuance of non-standard terms. County Counsel reviewed Amendment No. 1 as to form.

FINANCING:

The funds for payment of the costs of this Agreement have been included in the FY 2017-18 Approved Budget for the Information Technology, ITD 1930, Budget Unit 8436, Appropriations Unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Right Fax desktop faxing application is used by over 300 County employees to share information in support County Constituents. To ensure that this application is working and secure, manufacturer's support is needed to provide technical support and access to software updates.

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

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

Approved by:

Date: _____
Eric A. Chatham, Director of Information Technology, 759-6923

Attachments: Open Text, Inc. Amendment No. 1; Original agreement with Open Text Inc.

Attachments are on file with the Clerk of the Board