



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 #: | 23-617 | Name: | CUBS IVR Dialer Amendment #2 |
| Type: | General Agenda Item | Status: | Passed |
| File created: | 7/14/2023 | In control: | Board of Supervisors |
| On agenda: | 7/25/2023 | Final action: | 7/25/2023 |

Title: a. Approve and authorize the Treasurer-Tax Collector or her designee to execute renewal and Amendment NO. 2 to an Agreement with Columbia Ultimate, Inc to provide a hosted Voice over Internet Protocol (VoIP) phone system with voicemail and multi-line calling service to aid in the collection of court-ordered fines and fees for a retroactive term of July 1, 2023 to June 30, 2024, for a revised total term of December 12, 2018 to June 30, 2024, and increasing the Agreement's amount by \$15,000, for a revised total Agreement amount not to exceed \$98,000, and
b. Approve and authorize the Treasurer-Tax Collector, through June 30, 2025, to sign and execute up to three (3) amendments to the original agreement containing substantially identical terms, including non-standard indemnification provisions and limitations on liability provisions, in future maintenance agreements with Columbia Ultimate, Inc.: (i) when the value does not exceed \$15,000 per year; (ii) where the cumulative value of all agreements entered into under the authority requested herein (including the present renewal and amendment) does not exceed \$200,000; and, (iii) subject to review and approval by County Counsel.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. Attachment A - CUBS IVR Dialer Amendment NO.2_07.01.23--06.30.24_07.13.23, 3. Attachment B - CUBS IVR Dialer Amendment NO.1_07.01.22--06.30.23_fully executed, 4. Attachment C - CUBS IVR Dialer Non-Standard Agreement_12.12.18--06.30.22_fully executed, 5. Completed Board Order Item No. 57

| Date | Ver. | Action By | Action | Result |
|-----------|------|----------------------|--------|--------|
| 7/25/2023 | 1 | Board of Supervisors | | |

a. Approve and authorize the Treasurer-Tax Collector or her designee to execute renewal and Amendment NO. 2 to an Agreement with Columbia Ultimate, Inc to provide a hosted Voice over Internet Protocol (VoIP) phone system with voicemail and multi-line calling service to aid in the collection of court-ordered fines and fees for a retroactive term of July 1, 2023 to June 30, 2024, for a revised total term of December 12, 2018 to June 30, 2024, and increasing the Agreement's amount by \$15,000, for a revised total Agreement amount not to exceed \$98,000, and

b. Approve and authorize the Treasurer-Tax Collector, through June 30, 2025, to sign and execute up to three (3) amendments to the original agreement containing substantially identical terms, including non-standard indemnification provisions and limitations on liability provisions, in future maintenance agreements with Columbia Ultimate, Inc.: (i) when the value does not exceed \$15,000 per year; (ii) where the cumulative value of all agreements entered into under the authority requested herein (including the present renewal and amendment) does not exceed \$200,000; and, (iii) subject to review and approval by County Counsel.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

a. Approve and Authorize the Treasurer-Tax Collector or her designee to execute renewal and Amendment NO. 2 to an Agreement with Columbia Ultimate, Inc to provide a hosted Voice over Internet Protocol (VoIP) phone system with voicemail and multi-line calling service to aid in the collection of court-ordered fines and fees for a retroactive term of July 1, 2023 to June 30, 2024, for a revised total term of December 12, 2018 to June 30,

2024, and increasing the Agreement's amount by \$15,000, for a revised total Agreement amount not to exceed \$98,000, and

b. Approve and authorize the Treasurer-Tax Collector, through June 30, 2025, to sign and execute up to three (3) amendments to the original agreement containing substantially identical terms, including non-standard indemnification provisions and limitations on liability provisions, in future maintenance agreements with Columbia Ultimate, Inc.: (i) when the value does not exceed \$15,000 per year; (ii) where the cumulative value of all agreements entered into under the authority requested herein (including the present renewal and amendment) does not exceed \$200,000; and, (iii) subject to review and approval by County Counsel.

SUMMARY/DISCUSSION:

With Board of Supervisors approval, the Treasurer-Tax Collector executed a Non-Standard Agreement (Agreement) with Columbia Ultimate, Inc (Contractor) on November 30, 2018, for a term of December 12, 2018, through June 30, 2022, for an amount not to exceed \$68,000 to provide a hosted VoIP phone system with voicemail and multi-line calling service to aid in the collection of court-ordered fines and fees. Amendment NO. 1 to the Agreement was executed on June 30, 2022, to update and to increase the Agreement's amount by \$15,000 for a total amount not to exceed \$83,000 to allow the Contractor to continue to provide the services under the Agreement.

The Treasurer-Tax Collector has a continued need for the services mentioned above through at least June 30, 2024. The processing of Amendment NO. 2 was delayed due to unforeseen circumstances and the original agreement lapsed on July 1, 2023. The Treasurer-Tax Collector recommends the Board of Supervisors renew and amend the original agreement with Amendment NO. 2 to allow for the continuation of services for one additional year through June 30, 2024, and increasing the Agreement's amount by \$15,000 for a total not to exceed amount of \$98,000. This action also includes updated language for future amendments.

OTHER AGENCY INVOLVEMENT:

The renewal and Amendment NO. 2 to the Agreement with Columbia Ultimate, Inc has been approved by the Office of County Counsel-Risk Management as to legal form and risk provisions and by the Auditor-Controller as to fiscal terms.

FINANCING:

The Fiscal Year 2023-2024 Recommended Budget for the Treasurer-Tax Collector includes sufficient appropriations for this amendment to the original Agreement. There is no additional cost to the County General Fund with the recommended action.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This recommendation supports the Administration initiative by providing innovative technology in the delivery of customer service during the collection of court-ordered fines and fees.

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

Prepared by: Sacramento Villicana, Finance Systems Manager, x5436

Reviewed by: Jake Stroud, Assistant Treasurer-Tax Collector, x5828

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

Attachments:

Board Report

Attachment A - CUBS IVR Dialer Amendment NO.2_07.01.23--06.30.24_07.13.23

Attachment B - CUBS IVR Dialer Amendment NO.1_07.01.22--06.30.23_fully executed

Attachment C - CUBS IVR Dialer Non-Standard Agreement_12.12.18--06.30.22_fully executed