

agreement, where the additional costs of each Amendment do not exceed 10% of the cost of the prior year, with an aggregate Not to Exceed amount of \$ 8,381,565 subject to County Counsel review and provided the terms of the agreement remain substantially the same.

SUMMARY:

CenturyLink Communications LLC (CenturyLink) dba Lumen Technologies Group has provided managed hosting services and disaster recovery services supporting the County's Enterprise Resource Planning (ERP) System since July 2015. The proposed Amendment No. 9 to the CenturyLink Master Agreement continues managed hosting services and disaster recovery for the ERP system through June 2026.

DISCUSSION:

CenturyLink provides the County with managed hosting services of the County's ERP system. Services include hosting servers, hardware, software setup and configuration, technical support, patch management, system maintenance, monitoring and updates dedicated to operation, and disaster recovery service.

The ERP system is critical to County human resources, payroll and financial services operations. The Information Technology Department (ITD) has worked diligently with CenturyLink over last couple of years to streamline our infrastructure resulting in a highly available ERP system for the County employees.

In 2021 the Board of Supervisors authorized the County to extend services through fiscal year 2024 with two one-year renewal options. Since then however, the County negotiated a two-year renewal at a better cost, reducing the price for hosting services compared to the current agreement.

The non-standard provisions in the CenturyLink Master Agreement previously approved by the Board are not changed by proposed Amendment No. 9. This hosting agreement also aligns with the current CGI Technologies - ERP software agreement enabling County to continue to use the existing solution while the Information Technology Department works collaboratively with County stakeholders to migrate the current ERP system to Oracle Fusion Cloud.

The Chief Information Officer recommends that the Board approve Amendment No. 9 to avoid disruption of the County's ERP system.

OTHER AGENCY INVOLVEMENT:

County Counsel does not approve continuation of non-standard provisions in the CenturyLink Master Services Agreement. Auditor-Controller's Office reviewed the contract but does not agree to the non-standard payment provisions.

FINANCING:

The funds for payment of the costs of this Agreement have been included in the FY 2024-25 Recommended Budget for the Information Technology, ITD 1930, Appropriations Unit INF002. Future year budget requirements will be included with each respective fiscal year budget submission.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The services provided pursuant to this amendment to the CenturyLink agreement will maintain the County-wide ERP system while ITD works collaboratively with stakeholders to implement Oracle Fusion Cloud.

Economic Development
 Administration

Health & Human Services
 Infrastructure
 Public Safety

Prepared by: Sandra Shaffer, Management Analyst III, 759-6957

Approved by:

_____ Date: _____
Eric A. Chatham, Chief Information Officer, 759-6920

Attachments:

Agreement & Amendments 1-3
Amendments 4-5
Amendments 6-7
Amendment 8
Proposed Amendment 9