



## Legislation Details (With Board Report)

**File #:** A 19-252      **Name:** CenturyLink Amendment 4

**Type:** BoS Agreement      **Status:** Passed - Information Technology Department

**File created:** 6/12/2019      **In control:** Board of Supervisors

**On agenda:** 6/25/2019      **Final action:** 6/25/2019

**Title:** a. Approve and authorize the Director of the Information Technology Department to execute Amendment No. 4 to the non-standard Agreement with CenturyLink Communications, LLC for renewal of current hosting and disaster recovery services, increase in backup storage, and addition of consulting services supporting the County's Enterprise Resource Planning System, extending the agreement for an additional year to June 30, 2020 and adding \$600,000 for a total agreement amount of \$4,241,241;  
 b. Authorize the Director of the Information Technology Department to execute service order forms and such documents as are necessary to implement extension of the agreement; and  
 c. Authorize the Director of Information Technology to sign up to three (3) renewals, of one (1) year each, of the agreement, provided additional costs do not exceed ten percent (10%) of the cost of Amendment No. 4 (\$60,000 maximum additional cost), subject to County Counsel review and provided the terms of the agreement remain substantially the same.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Board Report, 2. Agreement with CenturyLink, 3. CenturyLink Amend 1, 2, and 3, 4. Proposed Amendment 4, 5. CenturyLink Service Orders, 6. CenturyLink IT Services Agreement, 7. CenturyLink Statement of Work, 8. 82. Completed Board Order

Date	Ver.	Action By	Action	Result
6/25/2019	1	Board of Supervisors	approved - information technology department	Pass

a. Approve and authorize the Director of the Information Technology Department to execute Amendment No. 4 to the non-standard Agreement with CenturyLink Communications, LLC for renewal of current hosting and disaster recovery services, increase in backup storage, and addition of consulting services supporting the County's Enterprise Resource Planning System, extending the agreement for an additional year to June 30, 2020 and adding \$600,000 for a total agreement amount of \$4,241,241;  
 b. Authorize the Director of the Information Technology Department to execute service order forms and such documents as are necessary to implement extension of the agreement; and  
 c. Authorize the Director of Information Technology to sign up to three (3) renewals, of one (1) year each, of the agreement, provided additional costs do not exceed ten percent (10%) of the cost of Amendment No. 4 (\$60,000 maximum additional cost), subject to County Counsel review and provided the terms of the agreement remain substantially the same.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

a. Approve and authorize the Director of the Information Technology Department to execute Amendment No. 4 to the non-standard Agreement with CenturyLink Communications, LLC for renewal of current hosting and disaster recovery services, increase in backup storage, and addition of consulting services supporting the County's Enterprise Resource Planning System, extending the agreement for an additional year to June 30, 2020 and adding \$600,000 for a total agreement amount of \$4,241,241;  
 b. Authorize the Director of the Information Technology Department to execute service order forms and such

documents as are necessary to implement extension of the agreement; and  
c. Authorize the Director of Information Technology to sign up to three (3) renewals, of one (1) year each, of the agreement, provided additional costs do not exceed ten percent (10%) of the cost of Amendment No. 4 (\$60,000 maximum additional cost), subject to County Counsel review and provided the terms of the agreement remain substantially the same.

SUMMARY:

CenturyLink Communications LLC (CenturyLink) has provided managed hosting services, and co-location and disaster recovery services supporting both the County's Enterprise Resource Planning (ERP) System and Natividad Medical Center systems since July 2015. In July 2018, the Board approved amendment no. 3 to extend these services for an additional year.

Proposed is an amendment to the CenturyLink Master Agreement that continues managed hosting services and disaster recovery for the ERP system through June 2020. The amendment also increases ERP backup storage and adds one time consulting services. For ease of fiscal administration, Natividad Medical Center will enter into a separate amendment to the Master Agreement for continuation of CenturyLink services.

DISCUSSION:

CenturyLink provides the County with managed hosting services of the County's ERP system, i.e., servers, hardware, software setup and configuration, technical support, [patch management](https://searchenterprisedesktop.techtarget.com/definition/patch-management) <<https://searchenterprisedesktop.techtarget.com/definition/patch-management>>, system maintenance, monitoring and updates dedicated to operation and maintenance of ERP.

The ERP system is critical to County human resources and financial services operations; consequently, the Information Technology Department (ITD) has worked diligently with CenturyLink to reduce pricing for hosting services renewal in the recommended amendment. ITD succeeded in persuading CenturyLink to accommodate Disaster Recovery services for the County in amendment No. 4. Additionally, through amendment No. 4, the County is expanding the backup storage capacity in order to reduce data usage overage charges month after month, which will reduce the overall costs of these services.

Amendment No. 4 also provides for a month of one-time consulting services, to enable ITD to set up and configure the County's ERP System Disaster Recovery.

The non-standard provisions in the CenturyLink Master Agreement previously approved by the Board are not changed by proposed Amendment No. 4. The Director of the Information Technology Department recommends that the Board approve Amendment No. 4 to avoid disruption of County systems while the Information Technology Department continues to develop in-house alternatives.

OTHER AGENCY INVOLVEMENT:

County Counsel does not approve continuation of non-standard provisions in the CenturyLink Master Services Agreement.

FINANCING:

The funds for payment of the costs of this Agreement have been included in the FY 19-20 Approved Budget for the Information Technology, ITD 1930, Unit 8433 Appropriations Unit INF002.

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 develops migration of these services in-house.

Economic Development  
 Administration  
 Health & Human Services  
 Infrastructure  
 Public Safety

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

Approved by:

\_\_\_\_\_  
Date: \_\_\_\_\_  
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Agreement with CenturyLink Communications, LLC; Amendments No. 1, No. 2, No. 3; Proposed Amendment No. 4; Service Orders for Disaster Recovery, Renewal Hosting, Renewal and Increase in Backup, and Disaster Recovery Consulting; IT Services Agreement re Disaster Recovery Consulting; Statement of Work re: Disaster Recovery Consulting

Attachments are on file with the Clerk of the Board