



County of Monterey

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

Board Report

File #: A 21-378, **Version:** 1

- a. Approve and authorize the Director of the Information Technology Department to execute Amendment No. 8 to the non-standard Agreement with CenturyLink Communications, LLC dba Lumen Technologies Group for renewal of current hosting and disaster recovery services supporting the County's Enterprise Resource Planning System, extending the agreement for an additional three (3) years to June 30, 2024 and adding \$1,554,324 for a total agreement amount of \$ 5,795,565; and
- 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 two (2) renewals, of one (1) year each, of the agreement, provided additional costs do not exceed ten percent (10%) of the cost of Amendment No. 8 (\$155,433 total maximum increase), 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. 8 to the non-standard Agreement with CenturyLink Communications, LLC dba Lumen Technologies Group for renewal of current hosting and disaster recovery services supporting the County's Enterprise Resource Planning System, extending the agreement for an additional three (3) years to June 30, 2024 and adding \$1,554,324 for a total agreement amount of \$ 5,795,565; and
- 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 two (2) renewals, of one (1) year each, of the agreement, provided additional costs do not exceed ten percent (10%) of the cost of Amendment No. 8 (\$155,433 total maximum increase), 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. In June 2019, the Board approved amendment no. 4 to extend these services with the option to renew for an additional three years.

Proposed is an amendment no. 8 to the CenturyLink Master Agreement that continues managed hosting services and disaster recovery for the ERP system through June 2024.

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](https://searchenterprisedesktop.techtarget.com/definition/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 highly available ERP system for the County employees. The Amendment No. 8 will allow us to continue to progress on that effort by migrating our existing infrastructure to a newer and robust environment. It also includes one-time consulting services for the upgrade and migration of the County's ERP system hosting environment including disaster recovery. With the use of advance technologies, this recommended amendment also reduces pricing for hosting services compared to our current agreement.

The non-standard provisions in the CenturyLink Master Agreement previously approved by the Board are not changed by proposed Amendment No. 8. The Director of the Information Technology Department recommends that the Board approve Amendment No. 8 to avoid disruption of County's ERP system. This hosting agreement also aligns with the current CGI - ERP software agreement enabling County to continue to use the existing solution while ITD works collaboratively with County stakeholders to evaluate and implement alternate ERP solution in the next three to five years.

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 21-22 Approved 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 evaluate and implement alternate solution.

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

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

Approved by:

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

Attachments:

- CenturyLink Agreement
- Amendments No. 1 -3
- Amendments No. 4 - 5
- Amendments No. 6 - 7
- Proposed Amendment No. 8

Attachments are on file with the Clerk of the Board