



## Board Report

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**File #:** A 22-172, **Version:** 1

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- a. Approve and authorize the Chief Information Officer of the Information Technology Department to execute Amendment No. 1 to the Standard Agreement with David Lloyd, doing business as Jane's Answering Service for renewal of the after-hours telephone answering services for the County, extending the agreement for an additional three (3) years to June 30, 2025, and adding \$75,000 for a total agreement amount of \$135,000; and
- b. Authorize the Chief Information Officer 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 Chief Information Officer of Information Technology Department to sign, up to three (3) additional amendments to this Agreement, extending the term by one year, where the additional costs per year do not exceed ten percent (10%) of the cost of the prior year, subject to County Counsel review, and provided that the terms and conditions of the agreement remain substantially the same.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Chief Information Officer of the Information Technology Department to execute Amendment No. 1 to the Standard Agreement with David Lloyd, doing business as Jane's Answering Service for renewal of the after-hours telephone answering services for the County, extending the agreement for an additional three (3) years to June 30, 2025, and adding \$75,000 for a total agreement amount of \$135,000; and
- b. Authorize the Chief Information Officer 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 Chief Information Officer of Information Technology Department to sign, up to three (3) additional amendments to this Agreement, extending the term by one year, where the additional costs per year do not exceed ten percent (10%) of the cost of the prior year, subject to County Counsel review, and provided that the terms and conditions of the agreement remain substantially the same.

### SUMMARY:

David Lloyd dba Jane's Answering Service provides a single point of contact for County staff requiring critical Information Technology system support outside of business hours. All support calls for service delivery, networks, security, applications, and radio are routed to Jane's Answering Service during non-business hours. The vendor is provided a list of primary, secondary, and tertiary contacts for each functional area, and routes the calls appropriately. The vendor also supplies a daily report summarizing the previous day's incidents for review at the Information Technology Department (ITD) daily operations meeting. In July 2019, the Board approved the initial agreement and for the amendment these services will have the option to renew for an additional three years.

### DISCUSSION:

David Lloyd dba Jane's Answering Service will provide answering services for support and systems monitoring. Amendment No. 1 provides telephone Operator services for the County in three capacities. 1. Answer incoming public calls to the main line of 831-755-5000 for the County of Monterey. 2. Answering incoming calls for the After-hour IT Support and contact ITD on-call support staff. 3. Make calls to ITD on-call support staff based on incoming Systems Monitoring email alerts.

The vendor agrees to provide 24 hours a day, 7 days a week, 365 days a year answering service for calls

coming into the 831-755-5000 phone number; answering incoming calls by the fifth ring; refer callers to the appropriate Monterey County Department as requested; transfer calls to appropriate phone numbers, limited to emergency situations; maintain phone call transaction database and digital recordings of all calls; provide monthly reports showing call volume and call handling statistics; provide answering service in both English and Spanish as necessary.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved the proposed agreement amendment.

FINANCING:

The funds have been included in the FY 21-22 Approved Budget for the Information Technology Department, ITD 1930, Appropriations Unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budget based upon the anticipated utilization of the services.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This vendor provides a single point of contact for County staff requiring critical IT system support outside of business hours.

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

Prepared by: Teresa Meister, Management Analyst I, 759-6938

Approved by:

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

Attachments:  
Original Agreement  
Amendment No. 1