



County of Monterey

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

Board Report

File #: A 22-323, **Version:** 1

- a. Approve and authorize the Chief Information Officer to sign a Standard Agreement for maintenance services, technical support and system upgrades of the Monterey County Mitel telephone system with D&S Communications, Inc., for an amount not to exceed \$258,000, retroactive to May 1, 2022, through July 1, 2023; and
- b. Authorize the Chief Information Officer, or his designee, to execute order forms and such documents as are necessary to implement the Agreement; and
- c. Approve and authorize the Chief Information Officer to execute up to two (2) future amendments to this Agreement, extending the term by one (1) year each, subject to County Counsel review, provided the terms of the Agreement remain substantially the same and provided the additional costs per year do not exceed ten percent (10%) of the cost of the prior year.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Chief Information Officer to sign a Standard Agreement for maintenance services, technical support and system upgrades of the Monterey County Mitel telephone system with D&S Communications, Inc., for an amount not to exceed \$258,000, retroactive to May 1, 2022, through July 1, 2023; and
- b. Authorize the Chief Information Officer, or his designee, to execute order forms and such documents as are necessary to implement the Agreement; and
- c. Approve and authorize the Chief Information Officer to execute up to two (2) future amendments to this Agreement, extending the term by one (1) year each, subject to County Counsel review, provided the terms of the Agreement remain substantially the same and provided the additional costs per year do not exceed ten percent (10%) of the cost of the prior year.

SUMMARY:

This agreement will allow for the continuation of support and maintenance of the County's telecommunications services. Under this contract, the vendor D&S Communications will support the Mitel Public Branch Exchange (PBX), CallXpress voicemail system, Solidus Automatic Call Distribution (ACD) system, software, and all associated hardware.

DISCUSSION:

This agreement will allow for the continuation of support and maintenance of the County's telecommunications services. Under this contract, the vendor D&S Communications will support the Mitel Public Branch Exchange (PBX), CallXpress voicemail system, Solidus Automatic Call Distribution (ACD) system, software, and all associated hardware.

DISCUSSION:

The County of Monterey Information Technology Department (ITD) is responsible for support and maintenance of the County's telecommunications systems. These systems are heavily relied upon by all departments to facilitate County business. ITD has been in contract with D&S Communications Inc for approximately ten years. This vendor has provided excellent service and support for this specialized product. In addition, the vendor extends manufacturer support and warranties for system upgrades and security

vulnerabilities. This Agreement will incorporate technical support of the phone system’s hardware and software, access to software upgrades, as well as travel/contingency costs.

The delay in renewal was due to confusion on whether or not the prior solicitation was viable. It was decided that it was not and ITD would need to go through the Request for Proposal (RFP) solicitation. In the interim ITD sought a one-year retroactive agreement under a Sole Source purchasing request which was approved May 9, 2022. Oversight measures, and personnel, are now in place to ensure all future deadlines are met prior to expiration.

The vendor has supported the phone system for the county since 2015. This proposed extension will provide the county time to put out a Request for Proposals (RFP) solicitation.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed this agreement and has approved as to form.

FINANCING:

The funds have been included in the FY21-22 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 support to the telephone system within the county.

- 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:
- D&S Agreement
 - Exhibit A & B
 - Sole Source