



County of Monterey

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

Legislation Details (With Board Report)

File #:	18-1177	Name:	Agreement for CUBS IVR Dialer Services
Type:	General Agenda Item	Status:	General Government - Consent
File created:	11/30/2018	In control:	Board of Supervisors
On agenda:	12/11/2018	Final action:	
Title:	a. Approve and authorize the Treasurer-Tax Collector to sign and execute a three-year Agreement with Columbia Ultimate, Inc, effective December 12, 2018 through June 30, 2022, for a hosted voice over internet protocol (VoIP) phone system with voice mail, multi-line calling service to aid in the collections of Court Fines and Fees and facilitate 24/7 customer service for payments and account inquiries, at a cost not to exceed \$68,000; b. Approve the recommendation of the Treasurer-Tax Collector to approve the following non-standard risk provisions: insurance, indemnification, and limitations on liability; and, c. Approve and authorize the Treasurer-Tax Collector, through June 30, 2025, to sign and execute agreements containing substantially identical terms, including non-standard indemnification provisions and limitations on liability provisions, in future maintenance agreements with Columbia Ultimate, Inc.: (i) when the value does not exceed \$15,000 per year; (ii) where the cumulative value of all agreements entered into under the authority requested herein (including the present Agreement) does not exceed \$100,000; and, (iii) subject to review and approval by County Counsel.		

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. CUBS IVR Dialer Non-Standard Agreement, 3. CUBS IVR Dialer Exhibit A, 4. CUBS IVR Dialer Exhibit B, 5. 46. Completed Board Order

Date	Ver.	Action By	Action	Result
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- a. Approve and authorize the Treasurer-Tax Collector to sign and execute a three-year Agreement with Columbia Ultimate, Inc, effective December 12, 2018 through June 30, 2022, for a hosted voice over internet protocol (VoIP) phone system with voice mail, multi-line calling service to aid in the collections of Court Fines and Fees and facilitate 24/7 customer service for payments and account inquiries, at a cost not to exceed \$68,000;
- b. Approve the recommendation of the Treasurer-Tax Collector to approve the following non-standard risk provisions: insurance, indemnification, and limitations on liability; and,
- c. Approve and authorize the Treasurer-Tax Collector, through June 30, 2025, to sign and execute agreements containing substantially identical terms, including non-standard indemnification provisions and limitations on liability provisions, in future maintenance agreements with Columbia Ultimate, Inc.: (i) when the value does not exceed \$15,000 per year; (ii) where the cumulative value of all agreements entered into under the authority requested herein (including the present Agreement) does not exceed \$100,000; and, (iii) subject to review and approval by County Counsel.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Treasurer-Tax Collector to sign and execute a three-year Agreement with Columbia Ultimate, Inc, effective December 12, 2018 through June 30, 2022, for a hosted voice over internet protocol (VoIP) phone system with voice mail, multi-line calling service to aid in the collections

of Court Fines and Fees and facilitate 24/7 customer service for payments and account inquiries, at a cost not to exceed \$68,000;

- b. Approve the recommendation of the Treasurer-Tax Collector to approve the following non-standard risk provisions: insurance, indemnification, and limitations on liability; and,
- c. Approve and authorize the Treasurer-Tax Collector, through June 30, 2025, to sign and execute agreements containing substantially identical terms, including non-standard indemnification provisions and limitations on liability provisions, in future maintenance agreements with Columbia Ultimate, Inc (i) when the value does not exceed \$15,000 per year; (ii) where the cumulative value of all agreements entered into under the authority requested herein (including the present Agreement) does not exceed \$100,000; and, (iii) subject to review and approval by County Counsel.

SUMMARY/DISCUSSION:

The Treasurer-Tax Collector (TTC) Revenue Division currently utilizes an Interactive Voice Response (IVR) system and a Predictive Dialer system to provide customer service as well as aide in the collection of Court Fines and Fees and delinquent Traffic fines. Columbia Ultimate, Inc. provided these systems to be fully integrated with the department's CUBS collection system. The current system (CU-Interact) is housed locally and has successfully facilitated the Revenue Division's collections activities for over ten years.

Columbia Ultimate, Inc. now offers an upgraded, Cloud-based solution (UltimateConnects) that takes advantage of more current technologies, providing additional tools that will enhance collection efforts and improve service options to the Division's customers. The monthly fees are aligned with the current annual maintenance cost, totaling \$15,300, that are charged for the current systems. To maintain this ongoing, department-specific, standard and necessary business tool, it is recommended that the Board approve and authorize the TTC to enter into future agreements with Columbia Ultimate, Inc., so long as they contain substantially identical non-standard terms to the three-year agreement attached hereto. This extended Authority for the TTC to enter such agreements is requested for a six-year period ending June 30, 2025, and is limited to agreements where the annual dollar value does not exceed \$15,000 and where the total cumulative value of all such agreements does not exceed \$100,000.

All future agreements would be subject to review by County Counsel to ensure that they fall within the authority requested herein, including confirmation that any non-standard risk and liability provisions are substantially identical to those in the attached agreement. The TTC will be required to seek Board approval if future non-standard maintenance agreements with Columbia Ultimate, Inc. include revised or expanded scope of services, and/or exceed \$15,000 per year.

OTHER AGENCY INVOLVEMENT:

County Counsel reviewed this report and Agreement, and recommends that the Treasurer-Tax Collector seek Board approval for the non-standard indemnification and limitations on liability provisions. Assuming Board approval of recommended actions, County Counsel review remains a requirement for future substantially identical agreements, to ensure consistency with Board approved terms that authorize the TTC to accept the non-standard indemnification and limitations on liability provisions through June 30, 2025.

FINANCING:

Current year one-time conversion costs are estimated at \$5,000, including \$3,500 for Columbia Ultimate, Inc and approximately \$1,500 in IT service charges. Upon completion of the conversion, ongoing annual costs are estimated to decrease from \$15,300 to \$15,000. Additionally, Telecom charges for 20 telephone lines will drop significantly, since the conversion will reduce the required number of telephone lines to a total of only five. Combined one-time conversion charges, plus annual service charge expenditures for FY 2018-19, estimated not to exceed \$20,300, are included in the approved budget. There is no additional impact to the General Fund.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The requested system upgrade offers improved collections capabilities and customer service, and ensures existing collections systems meet current technology standards and are utilized to their maximum potential.

Mark a check to the related Board of Supervisors Strategic Initiatives

☐ Economic Development
☒ Administration
☐ Health & Human Services
☐ Infrastructure
☐ Public Safety

Prepared by: Sean Gomes, Finance Systems Manager, ext. 5436

Approved by: Mary A. Zeeb, Treasurer-Tax Collector, ext. 5015

Attachments: Board Report
CUBS IVR Dialer Non-Standard Agreement
CUBS IVR Dialer Exhibit A
CUBS IVR Dialer Exhibit B