



# County of Monterey

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

## Board Report

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**File #:** A 15-081, **Version:** 1

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- a. Approve and authorize the Director of the Information Technology Department to execute a Standard Monterey County Agreement for Professional Services with D & S Communications, Inc., for the provision of yearly maintenance services, technical support and system upgrades of the Mitel telephone system, in an amount not to exceed \$912,701.54 for the period of May 1, 2015 through December 28, 2018; and
- b. Authorize the Director of the Information Technology Department to sign up to two (2) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount and do not significantly change the scope of work.

### RECOMMENDATIONS:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Information Technology Department to execute a Standard Monterey County Agreement for Professional Services with D & S Communications, Inc., for the provision of yearly maintenance services, technical support and system upgrades of the Mitel telephone system, in an amount not to exceed \$912,701.54 for the period of May 1, 2015 through December 28, 2018; and
- b. Authorize the Director of the Information Technology Department to sign up to two (2) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount and do not significantly change the scope of work.

### SUMMARY:

This agreement will provide for necessary maintenance services, technical support and system upgrades of the Monterey County Mitel telephone system.

### DISCUSSION:

The County of Monterey Information Technology Department (ITD) is responsible for support and maintenance of the telephone system relied upon by all county employees. This Agreement provides the County with high-level, specialized expertise, not otherwise available in-house, that is needed to resolve technical telephone system issues. This Agreement provides for essential maintenance of the county telephone system switches and hardware, and will provide cost stability for infrastructure replacement parts and equipment for the period of the contract. D & S Communications, Inc., has been providing the County with excellent service from technically-knowledgeable, highly trained staff since 2010.

This Agreement will incorporate technical support of the phone system's hardware and software, access to software upgrades, as well as travel/contingency costs. Exhibit B provides specifics regarding the services provided, terms of service, and associated costs.

Terms of service and costs for the technical support of the hardware and software for the day-to-day operations at both the "Main Site," (1590 Moffett Street), and the Emergency Communications/911 Center will be \$294,810.07. The total cost of the software upgrades during the term of the Agreement is \$391,891.47. Also covered in this Agreement are travel, Professional Services, and Additional Software Assurance /Escalations.

Vendor travel will be in accordance with the County's policy in the amount of \$26,000. Professional Services are those services requested and approved by the County, in addition to specified software maintenance and technical support services, in the amount of \$100,000.00. Provision for additional technical support becomes necessary as additional licenses are purchased: the Agreement thus provides for \$100,000 to cover Additional Software Assurance/Escalation.

**OTHER AGENCY INVOLVEMENT:**

County Counsel has approved the Agreement as to form.

**FINANCING:**

The funds for payment of this Agreement have been included in the FY 2014-15 Recommended Budget for the Information Technology Department, ITD 1930, Unit 8436, Appropriations Unit INF 002. Transactions relating to future fiscal years will be included in each respective Recommended Budget. Should funding be reduced and/or terminated, the County may terminate this Agreement by giving 30 days written notice prior to the ensuing service period.

Prepared by: Elizabeth Crooke, Management Analyst III, 755-5108

Approved by: Dianah Neff, Director of Information Technology, 759-6923

**Attachments:**

Agreement

Exhibit A Scope of Services/Payment Provisions

Exhibit B Pricing Calculations

Exhibit C Parts List