



# County of Monterey

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

## Board Report

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**File #:** A 18-338, **Version:** 1

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Approve and authorize the Director of the Information Technology Department to execute Amendment No. 3 to the non-standard Agreement with CenturyLink Communications, LLC for managed hosting of the Enterprise Resource Planning (ERP) System, extending the term for an additional year, for an amended term of July 21, 2015 to June 30, 2019 and adding \$941,241 to cover services for the additional year.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

Approve and authorize the Director of the Information Technology Department to execute Amendment No. 3 to the non-standard Agreement with CenturyLink Communications, LLC for managed hosting of the Enterprise Resource Planning (ERP) System, extending the term for an additional year, for an amended term of July 21, 2015 to June 30, 2019 and adding \$941,241 to cover services for the additional year.

**SUMMARY:**

On July 21, 2015, the Board of Supervisors approved a three-year Master Agreement with CenturyLink Communications (CenturyLink) to provide managed hosting and co-location and disaster recovery services, supporting the Enterprise Resource Planning (ERP) System for Monterey County and supporting Natividad Medical Center systems. Thereafter, in May 2017, Cyxtera Technologies, Incorporated (Cyxtera) acquired CenturyLink's co-location and disaster recovery business and took over provision of these services to the County without interruption. CenturyLink continued to provide the County with managed hosting services supporting the ERP system and Natividad Medical Center systems.

The Information Technology Department is presently exploring the option of bringing managed hosting, co-location and disaster recovery services for the ERP system and for Natividad Medical Center in-house. It anticipates that it will be able to provide these services in the first half of 2019. To avoid an auto-renewal clause in the CenturyLink Master Services Agreement that would have bound the County to a three-year term, from July 2018 through June 2020, the County cancelled all CenturyLink and Cyxtera services effective July 20, 2018, as permitted by the Master Agreement.

Proposed is an amendment to the CenturyLink Master Agreement that continues managed hosting services for one year, through June 2019. If approved by the Board, cancellation of the Century Link Master Services Agreement will be rescinded.

A proposed additional year of co-location and disaster recovery services will be brought to the Board separately, pursuant to a one-year agreement with Cyxtera. Together, the CenturyLink 1-year amendment and the Cyxtera 1-year agreement will provide I.T.D. with adequate time to implement in-house managed hosting, co-location, and disaster recovery services more efficiently and at less cost.

**DISCUSSION:**

Currently, CenturyLink provides the County with Managed Hosting services, which includes Install/Configure: Operating System, Network Connectivity, and Database services; Monitoring: Web-Based Portal Access, Real-Time Alerts with Notification, 24/7 Environment Monitoring, Hardware, Routers and Switches, Application

and Databases and Managing: Expert Environment Management, Dedicated Customer Service Manager CSM Available, 24/7 Support and First Touch Response and Engineer Consulting and Support. Provision of these services for an additional year are essential to the County and Natividad Medical Center systems.

The non-standard provisions in the Agreement with CenturyLink previously approved by the Board are not changed by proposed Amendment No. 3. The Director of I.T.D. recommends that the Board approve Amendment No. 3 in order to avoid disruption of County and Natividad Medical Center systems while I.T.D. develops in-house alternatives.

**OTHER AGENCY INVOLVEMENT:**

County Counsel does not approve continuation of non-standard provisions in the CenturyLink Master Services Agreement.

Natividad Medical Center reviewed Amendment No. 3 to the CenturyLink Master Services Agreement and concurs in the recommendation that the Board approve the amendment.

**FINANCING:**

The funds for payment of the costs of this Agreement have been included in the FY 18-19 Approved Budget for the Information Technology, ITD 1930, Budget Unit 8433 Appropriations Unit INF002.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

The services provided pursuant to this agreement will support the maintenance of the county-wide ERP system, during which options to bring these services in-house will be explored.

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

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

Approved by:

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

Attachments: Agreement with CenturyLink Communications, LLC; Amendment No. 1; Amendment No. 2; Proposed Amendment No. 3

Attachments are on file with the Clerk of the Board