



County of Monterey

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

Board Report

File #: A 19-282, **Version:** 1

Approve and authorize the Director of the Information Technology Department to sign a non-standard Professional Services Agreement with David Lloyd, doing business as Jane's Answering Service, for after-hours telephone answering services for the County Information Technology Department, in the maximum amount of sixty-thousand dollars (\$60,000) for a term retroactive to July 1, 2019 through June 30, 2022.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of the Information Technology Department to sign a non-standard Professional Services Agreement with David Lloyd, doing business as Jane's Answering Service, for after-hours telephone answering services for the County Information Technology Department, in the maximum amount of sixty-thousand dollars (\$60,000) for a term retroactive to July 1, 2019 through June 30, 2022.

SUMMARY/DISCUSSION:

Jane's Answering Service provides a single point of contact for County staff requiring critical IT system support outside of business hours. All support calls for service delivery, networks, security, apps and radio are routed to Jane's 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 ITD daily operations meeting.

The vendor has met the insurance requirements imposed by the standard Monterey County Agreement, with the exception of automobile coverage. This vendor has provided non-standard evidence of personal automobile coverage and cannot provide an endorsement to that automobile policy, naming the County as an additional insured; his insurer will not provide the endorsement in question.

The proposed agreement is non-standard in that it deletes the endorsement requirement for automobile insurance and accepts non-standard evidence of personal automobile coverage. All services to be provided by this vendor will be provided remotely, which serves to minimize risk to the County. Accordingly, the Director of ITD recommends Board approval so that the County can benefit from this vital service.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed the proposed agreement and cannot approve non-standard provisions.

FINANCING:

Funding is included in the FY 2019-20 Adopted Budget for ITD 1930, Budget Unit 8434, Appropriation Unit INF002, and future year costs will be included in all respective future budget submittals.

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. All support calls for service delivery, networks, security, apps and radio are routed to Jane's during non-business hours.

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

Prepared by: Lynnette Beardsall, Management Analyst II, 759-6938

Approved by:

Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Agreement with David Lloyd, doing business as Jane's Answering Service

Attachments on file with the Clerk of the Board