



County of Monterey

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

Board Report

File #: A 23-149, **Version:** 1

- a. Authorize the Chief Information Officer to execute a non-standard Agreement with D & S Communications, Incorporated, a Mitel Business Systems, Incorporated reseller adopting the terms of Sourcewell contract, Request for Proposal #022719, for telecommunications services, voicemail, automatic call distribution, manufacture hardware, application and support as needed for a term of May 1, 2023, to April 11, 2024, for a total contract amount of up to \$300,000; and
- b. Approve and authorize the Chief Information Officer, to execute order confirmations and such documents as are necessary to implement the agreement for the County's purchase of products, services, and support; and
- c. Accept non-standard agreement terms as recommended by the Chief Information Officer; and
- d. Authorize the Chief Information Officer or designee to execute up to four (4) future amendments or renewals, subject to County Counsel review, to extend services by one (1) year per amendment, provided the amendments do not significantly change the terms of the Agreement, and do not provide for more than a 10% annual increase in costs.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Chief Information Officer to execute a non-standard Agreement with D & S Communications, Incorporated, a Mitel Business Systems, Incorporated reseller adopting the terms of Sourcewell contract, Request for Proposal #022719, for telecommunications services, voicemail, automatic call distribution, manufacture hardware, application and support as needed for a term of May 1, 2023, to April 11, 2024, for a total contract amount of up to \$300,000; and
- b. Approve and authorize the Chief Information Officer, to execute order confirmations and such documents as are necessary to implement the agreement for the County's purchase of products, services, and support; and
- c. Accept non-standard agreement terms as recommended by the Chief Information Officer; and
- d. Authorize the Chief Information Officer or designee to execute up to four (4) future amendments or renewals, subject to County Counsel review, to extend services by one (1) year per amendment, provided the amendments do not significantly change the terms of the Agreement, and do not provide for more than a ten percent 10% annual increase in costs.

SUMMARY:

The Information Technology Department purchases the Mitel Business System, Inc., (MBS) business phone systems relied upon by all County employees. D & S Communications Inc. (D & S), an authorized partner of Mitel, provides the County with high-level, specialized expertise not otherwise available in-house that is needed to resolve technical telephone issues. The approval of this agreement will allow the Information Technology Department to purchase necessary technology products and services at discounted rates through a cooperative agreement competitively bid through Sourcewell.

DISCUSSION:

Sourcewell is a service cooperative created by the Minnesota legislature as a local unit of government providing its registered members a streamlined procurement process by developing Request For Proposals (RFPs) for national, competitive solicitations that meet or exceed the needs of participating agencies, allowing Sourcewell to offer products from nationally acclaimed suppliers.

The County of Monterey is a registered member (ID# 18170) of Sourcewell. Membership allows the County to piggyback off Sourcewell's negotiated contract terms for awarded solicited proposals. This procurement process provides an effective, efficient mechanism for procurement of information technology related products and services ensuring the prudent use of public funds.

Sourcewell entered into an agreement with Mitel Business Systems, Inc., on April 11, 2019, with an expiration date of April 11, 2023. Sourcewell has extended the contract through April 11, 2024. The Request for Proposal #022719 includes equipment, support, training, and services.

The Information Technology Department manages the County owned Mitel MX-ONE Private Branch Exchange telecommunication phone system. This technology is leveraged by all County departments to fulfill telecommunications business needs.

Approval of the proposed agreement allows D & S Communications Inc., an authorized partner and reseller of Mitel voice products to provide specialized support, hardware and proprietary manufacture applications and hardware at a discounted rate.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this agreement as to legal form. Auditor-Controller's Office reviewed the contract, but does not agree to the non-standard payment provisions.

FINANCING:

No additional funding is required. Support needs related to FY 2022-23 have been built into the current year budget, and any funds required for future years will be built into those respective budgets.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The County telephone system is used by all County departments to conduct business and to communicate with the public. Support and maintenance of these systems is necessary to ensure reliable telephone service for all users of these systems.

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

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

Approved by:

Eric A. Chatham, Chief Information Officer, 759-6920

Attachments:

Mitel Business Contract

Sourcewell 022719-MBS

Mitel D&S Authorized Reseller