



**Contra
Costa
County**

To: Board of Supervisors
From: Ed Woo, Chief Information Officer
Date: April 26, 2016

Subject: Medtel Equipment and Software Maintenance Renewal

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Chief Information Officer, (1) a purchase order with MedTel Services, LLC, in an amount not to exceed \$275,000 for the renewal of telecommunications software and equipment maintenance for the period April 20, 2015 through April 19, 2016, and (2) Amendment Number 9 to Customer Support Agreement, dated April 19, 2016, between the County and MedTel Services, LLC.

FISCAL IMPACT:

\$250,000 (100% User Fees); the entire cost is included in DoIT's Fiscal Year 2016/17 budget and reimbursed by user departments via DoIT's billing process.

BACKGROUND:

The Department of Information Technology initiates the renewal of the OMNIWorks, Netpath, IRISnGEN and Private Branch Exchange (PBX) maintenance each year. This equipment and software maintenance is essential for the ongoing operation of several of the County's telephone systems including those used by Child Protective Services, the Superior Court's Traffic Department, Elections, and the Tax Collector's Office.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **04/26/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Mary N. Piepho, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: April 26, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: ED WOO (925)
383-2688

cc:

These products are all manufactured and sole-sourced directly from MedTel Services, LLC, and the ongoing maintenance is required to maintain compliance and support.

BACKGROUND: (CONT'D)

In accordance with Administrative Bulletin No 611.0, County Departments are required to obtain Board approval for single item purchases over \$100,000. The County Administrator's Office has reviewed this request and recommends approval.

CONSEQUENCE OF NEGATIVE ACTION:

This support is a critical component to maintaining several of the County's telephone systems. Without it, DoIT may be unable to resolve issues that arise during the course of normal County business.