



Contra  
Costa  
County

To: Board of Supervisors  
From: Ed Woo, Chief Information Officer  
Date: May 2, 2017

Subject: RATIFY Execution of the AT&T Master Agreement

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**RECOMMENDATION(S):**

RATIFY the County Chief Information Officer's execution of (1) AT&T Master Agreement, dated August 19, 2009, between County and AT&T, (2) AT&T Statement of Work Addendum to Master Agreement, dated July 24, 2014, and (3) Change Order GBS194737-3 to the Master Agreement, dated July 23, 2015, for AT&T Unified Communications Services, and authorize payment under the Master Agreement and supplements in an amount not to exceed \$1,740,000 for the deployment of an AT&T hosted telephone solution, countywide, effective until terminated by either party on not less than thirty (30) days' prior written notice to the other party.

**FISCAL IMPACT:**

The cost of the new system and service will be charged back to the owning departments via DoIT's billing system. The new hosted telephone system is expected to result in long-term cost savings due to the use of combined network and phone services. One-time supplemental costs are anticipated related to the changeover and publication of new phone numbers and office stationary.

**BACKGROUND:**

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☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **05/02/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, 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: May 2, 2017

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

By: Rolanda Hartfield, Deputy

Contact: Ed Woo, (925)  
608-4071

cc:

The County is moving away from a premise-based phone system. The move to a hosted system will allow DoIT to react and provide services to new or remodeled buildings in a timely manner. The AT&T Hosted Unified Communication Service is a Cisco based platform allowing for enhanced features (unified communication), functions (remote worker) and deployment of a 911 (EMS location specific information) service countywide. These services would provide the County with enhanced disaster recovery ability, multi-source access to phone

## BACKGROUND: (CONT'D)

service (smartphone application), voicemail, call center application and emergency services.

As DoIT rolls out the new phone system numbers will change. To minimize disruption, a number range will be provided to each department before the phone cutover begins, enabling new numbers to be published online and in email auto-signatures. Departments will also be able to forward a new phone number to an old phone number, enabling a department to advertise the new numbers even before the new phone system is installed.

On July 27, 2009, the Chief Information Officer (CIO) executed a Master Agreement with AT&T for all services and equipment bought from AT&T, from that point going forward, that are provided under Pricing Schedules attached to or referencing the Master Agreement ("Services"). As per the Master Agreement, other services may be provided by signing additional Pricing Schedules at any time.

The CIO subsequently executed an AT&T Statement of Work Addendum to Master Agreement (GBS194737), dated July 24, 2014, and Change Order GBS194737-3 to the Master Agreement, dated July 23, 2015, for AT&T Unified Communications (GBS194737-3). These agreements allow for the Department of Information Technology to deploy AT&T Hosted Unified Communication service at new sites for the Health Service Department, Agriculture Department, County Library Administration, and Employment and Human Services Department.

In accordance with Administrative Bulletin No 616.0, the purchase of hardware, software and computer-related services (including any related maintenance, licensing and support services) require Board of Supervisors approval. The County Administrator's Office has reviewed this request and recommends approval.

## CONSEQUENCE OF NEGATIVE ACTION:

If this is not approved, DoIT will be unable to procure the necessary services and equipment needed to deploy telephone systems at new and existing buildings around the County.