To: **Board of Supervisors**

From: Ed Woo, Chief Information Officer

Date: April 25, 2017

Subject: Medtel Equipment and Software Maintenance Renewal



Contra Costa County

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute Amendment Number 10 to the Customer Support Agreement with Medtel Services, LLC, for the renewal of telecommunications software and equipment maintenance in an amount not to exceed \$250,000, for the period April 20, 2017 through April 19, 2018.

FISCAL IMPACT:

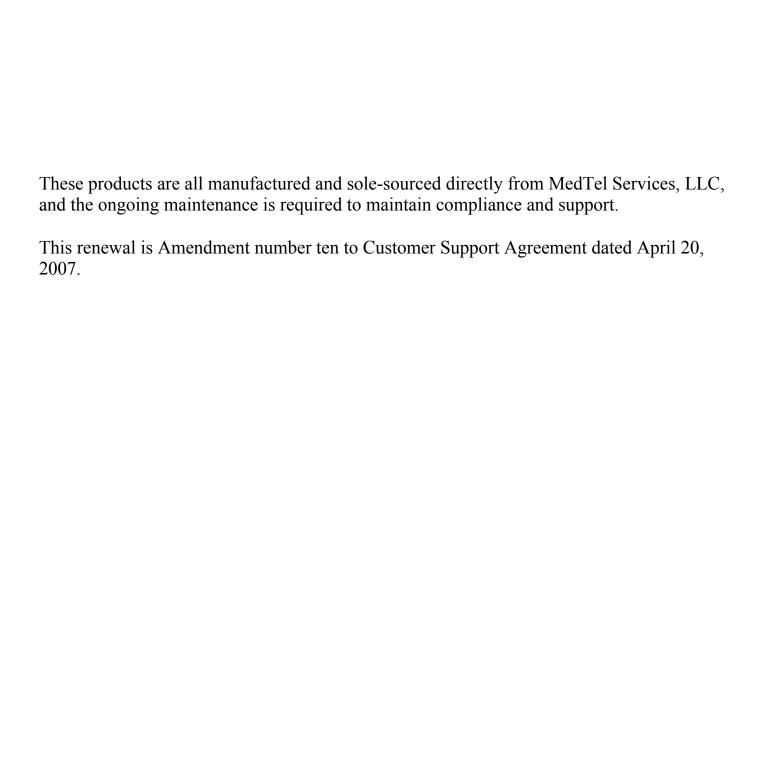
\$250,000 (100% User Fees); \$169,200 of the cost is included in Department of Information Technology's (DoIT) Fiscal Year 2017/18 budget and reimbursed by user departments via DoIT's billing process. The remaining \$80,800 would be billed out to user departments via DoIT's billing process, on an as-needed basis.

BACKGROUND:

The DoIT 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: 04/25/2017	✓ APPROVED AS RECOMMENDED ☐ OTHER
Clerks Notes:	
VOTE OF SUPERVISORS	
AYE: John Gioia, District I Supervisor	
Candace Andersen, District II Supervisor	I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board
Diane Burgis, District III Supervisor	of Supervisors on the date shown. ATTESTED: April 25, 2017
Karen Mitchoff, District IV Supervisor	David Twa, County Administrator and Clerk of the Board of Supervisors
Federal D. Glover, District V Supervisor	By: Rolanda Hartfield, Deputy
Contact: ED WOO (925)	

383-2688



BACKGROUND: (CONT'D)

In accordance with Administrative Bulletin No 611.0, County Departments are required to obtain Board approval for costs \$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 normal course of County business.