



**Contra
Costa
County**

To: Board of Supervisors
From: Ed Woo, Chief Information Officer
Date: April 25, 2017

Subject: Medtel Equipment and Software Maintenance Renewal

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
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: April 25, 2017

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

By: Rolanda Hartfield, 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.

This renewal is Amendment number ten to Customer Support Agreement dated April 20, 2007.

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.