



Contra
Costa
County

To: Board of Supervisors
From: Marc Shorr, Chief Information Officer
Date: October 9, 2018

Subject: Renewal for Equipment, Software and Services Procurement Agreement with TTI

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent or designee to execute, on behalf of the Department of Information Technology, a purchase order with TeleManagement Technologies, Inc., in an amount not to exceed \$104,000 to provide continuing software maintenance and support of the WinCall and WinBill call accounting systems for the period October 1, 2018 through September 30, 2019, under the Equipment, Software and Services Agreement between the County and TeleManagement Technologies, Inc..

FISCAL IMPACT:

\$104,000 (100% User Fees); the entire cost is budgeted under FY 2018/19 DoIT Org #4280, and recovered through the DoIT billing process.

BACKGROUND:

The Department of Information Technology completed the bid process for a new call accounting and billing system in 2004. This bid was awarded to TeleManagement Technologies, Inc., and the County entered into an Equipment, Software and Services Procurement Agreement with TeleManagement Technologies, Inc., for the provision of the WinBill and WinCall systems. The agreement was amended in 2011 to provide for the

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **10/09/2018** ☒ 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: October 9, 2018

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

By: June McHuen, Deputy

Contact: Wayne Tilley
925-356-1802

cc:

annual renewal of software maintenance and support. TTI will provide County with maintenance and support for the hardware and software delivered pursuant to the agreement for each successive one year

BACKGROUND: (CONT'D)

period and invoice the County accordingly. This purchase order is necessary to pay for the maintenance and support of the licensed software for the period October 1, 2018 through September 30, 2019.

TeleManagement Technologies, Inc.'s WinCall & WinBill systems are proprietary and no other resellers are available.

CONSEQUENCE OF NEGATIVE ACTION:

If payment is not authorized, the County will no longer receive software maintenance and support from the vendor, placing at risk the WinBill and WinCall systems.