

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

610



FROM: Information Technology

SUBMITTAL DATE:
May 6, 2004

SUBJECT: TELEPHONE BILLING SUPPORT CONTRACT

RECOMMENDED MOTION:

That the Board of Supervisors approve the one-year Telesoft maintenance agreement for \$36,124.00, as a sole source agreement, in support of the Information Technology Telephone Billing System, and authorize the Purchasing Agent to execute the agreement on behalf of the County.

BACKGROUND:

This request is for a one-year term agreement providing ongoing support and maintenance for all current Telesoft billing software and hardware. Telesoft is utilized for telephone billing in support of all departments and agencies within the County of Riverside. This product compiles and reports the telephone utilization for all County telephone system related accounts.

In 1999, the County entered into an agreement with Telesoft to supply a complete telephone utilization and billing solution for the County. Telesoft was selected from a competitive bid process after review showed them to have best met the RFP requirements and be the best overall solution at the best price.

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Matthew W. Frymire
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Chief Information Officer

FINANCIAL DATA	Current F.Y. Total Cost:	N/A	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$36,124.00	Budget Adjustment:	
	Annual Net County Cost:	N/A	For Fiscal Year:	2004/2005

SOURCE OF FUNDS: Funds recovered through existing CORNET ISF Rates.	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

Lisa Brandt

County Executive Office Signature

Robert J. Howdysshell, Director
 Purchasing and Fleet Services
 Dept's Recomm.: Consent Policy
 Per Exec. Ofc.: Consent Policy

Prev. Agn. Ref.: | **District:** | **Agenda Number:**

Background (Continued)

This contract has grown, as has our County telephone network, due to expansion within County departments over the past 5 years. In 1999, our contract was \$22,000 per year, and is now just over \$36,124.00 per year. This contract includes support of software maintenance, hardware maintenance, and a CCMI rate tariff subscription. Ongoing support is required to maintain the reliability of the system as well as the security compliance and patch levels of the application and operating system. Opting to move forward with a time and materials contract would incur similar support, but at a higher service rate. In fiscal year 04/05, Information Technology will be evaluating the feasibility of a new solution that will provide both feature and financial advantage.

PRICE REASONABLENESS:

Telesoft is the only vendor that supplies this support, to include software updates, and this support is necessary in order to retain continued certification of operability. The \$36,140 is well within the industry standard of 15 to 18 % of selling price. The only alternative would be to implement a new Telephone Billing System in the County. An anticipated cost to purchase such a system would begin at \$200,000 for the software and hardware.