

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

615



FROM: Riverside County Information Technology (RCIT)

SUBMITTAL DATE:
March 16, 2005

SUBJECT: TELEPHONE BILLING SUPPORT CONTRACT

RECOMMENDED MOTION:

That the Board of Supervisors approve the one-year Telesoft maintenance agreement for \$33,245.00, as a sole source agreement, in support of the RCIT Telephone Billing System, and authorize the Purchasing Agent to execute the agreement on behalf of the County.

BACKGROUND:

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

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:	\$33,245	In Current Year Budget:	Yes
Current F.Y. Net County Cost:	0	Budget Adjustment:	
Annual Net County Cost:	N/A	For Fiscal Year:	2004/05

SOURCE OF FUNDS: Funds recovered through existing ISF rates.

Positions To Be Deleted Per A-30	<input type="checkbox"/>
Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: **APPROVE**

County Executive Office Signature

Fernando R. Hernandez

- Dep't Recomm.: Consent Policy
- Per Exec. Ofc.: Consent Policy

Prev. Agn. Ref.: _____ District: _____ Agenda Number: _____

**ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD**

3.29

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Background (Continued)

In the past, the County utilized one maintenance contract for software and hardware in the annual amount of \$13,684 and a second contract for this billing support in the annual amount of \$22,226 for a total of \$36,124. By combining these in to a single contract for an annual amount of \$33,245, the County realizes a savings of \$2,879. This contract includes support of software maintenance, hardware maintenance, and a 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. Telesoft is the developer of the software and therefore, holds the source code and is the only vendor with the ability to perform maintenance, patches and upgrades to the software. Analysis on a time and materials contract with the same vendor would provide similar support, but at a higher service rate. The rate tariff subscription is necessary to cost the calls made from the County telephone system.

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 \$33,245 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.