



**Information &
Communications
Technology
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

KUYLER CROCKER
District One

PETE VANDER POEL
District Two

AMY SHUKLIAN
District Three

EDDIE VALERO
District Four

DENNIS TOWNSEND
District Five

AGENDA DATE: June 2, 2020 - REVISED

Public Hearing Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

CONTACT PERSON: Steven Murch PHONE: 559-622-7314

SUBJECT: Approve an amendment with ISI Telemanagement Solutions, LLC

REQUEST(S):

That the Board of Supervisors:

1. Approve an amendment to Agreement No. 28110 with ISI Telemanagement Solutions, LLC, to extend the term of the Master Services Agreement from September 1, 2020, through August 31, 2021, in an amount not to exceed \$197,992, for the monthly managed services and quarterly true-up billings; and
2. Authorize the Chair to sign three copies each of the Amendment.

SUMMARY:

Tulare County Information and Communications Technology (TCiCT) currently uses ISI Telemanagement Solutions (ISI) as its primary system for processing telephone invoices. ISI and the County have maintained an agreement for support of this software since it was implemented in the County in 2010. The approval for the fourth amendment to this agreement will allow TCiCT to continue to track, audit, manage, plan and report across a complete array of Telecom Expense Management processes.

Approving the fourth amendment to the Master Services Agreement (MSA) with ISI would facilitate the extension of this service through August 31, 2021, at a per month minimum rate of \$4,799, plus the quarterly true-up billing adjustments. The continuation of service with ISI is integral to the County's phone billing process. Failure to approve this amendment places the County in jeopardy of defaulting on its phone bills and of encouraging a severe reduction of efficiency in efforts to

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assemble accurate telecommunication reporting.

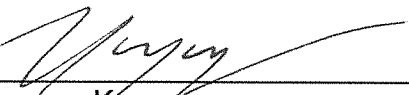
FISCAL IMPACT/FINANCING:

The cost for the Invoiced Managed Services and Inventory Management is \$197,992. The cost for FY 2017/18 was \$45,468, the cost for FY 2018/19 was \$45,468, the cost of FY 2019/20 is \$45,468, and the cost of FY 2020/21 will be \$61,588. The \$61,588 will be included in the FY 2020/21 budget to be paid from expenditure account number 001-091-2000-7043. No additional Net County Cost.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The County's five-year strategic plan includes the organizational effectiveness and fiscal stability. This amendment helps fulfill this initiative by providing state-of-the-art infrastructure to support better service delivery through collaboration and information sharing.

ADMINISTRATIVE SIGN-OFF:



Kennon Keoseyan

Information & Communications Technology Assistant Director

cc: County Administrative Office
County Counsel
Auditor-Controller
Purchasing

Attachment(s) ISI Fourth Amendment to Master Service Agreement

**BEFORE THE BOARD OF SUPERVISORS
COUNTY OF TULARE, STATE OF CALIFORNIA**

**IN THE MATTER OF APPROVE AN
AMENDMENT WITH ISI
TELEMANAGEMENT SOLUTIONS, LLC**

)
) Resolution No. _____
) Agreement No. _____
)
)
)

UPON MOTION OF SUPERVISOR _____, SECONDED BY
SUPERVISOR _____, THE FOLLOWING WAS ADOPTED BY THE
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD _____
_____, BY THE FOLLOWING VOTE:

AYES:
 NOES:
 ABSTAIN:
 ABSENT:

ATTEST: JASON T. BRITT
COUNTY ADMINISTRATIVE OFFICER/
CLERK, BOARD OF SUPERVISORS

BY: _____
Deputy Clerk

* * * * *

1. Approved an amendment to Agreement No. 28110 with ISI Telemanagement Solutions, LLC, to extend the term of the Master Services Agreement from September 1, 2020, through August 31, 2021, in an amount not to exceed \$197,992, for the monthly managed services and quarterly true-up billings; and
2. Authorized the Chair to sign three copies each of the Amendment



FOURTH AMENDMENT TO MASTER SERVICE AGREEMENT

This Fourth Amendment to Master Service Agreement ("Fourth Amendment") is entered on February 11, 2020 by and between ISI Telemanagement Solutions, LLC ("ISI LLC") and County of Tulare ("Customer") (each, a "Party" and collectively, the "Parties").

WHEREAS, the Parties entered into a Master Service Agreement dated February 26, 2010 (the "Original Agreement"), and First Amendment to Master Service Agreement dated June 1, 2014 (the "First Amendment") and Second Amendment to Master Service Agreement dated April 26, 2017 (the "Second Amendment") and the Third Amendment dated May 23, 2017 (the "Third Amendment") (the Original Agreement, First Amendment, Second Amendment and the Third Amendment being hereinafter collectively referred to as the "Agreement");

WHEREAS, the Parties desire to amend the Agreement as hereinafter set forth.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. **Definitions.** Capitalized terms used but not defined herein shall have the meaning ascribed to them in the Service Agreement, as amended.
2. **Effective Date.** This Fourth Amendment shall be effective as of September 1, 2020 (the "Amendment Effective Date").
3. **Term.** The Service Agreement shall be extended for a renewal term commencing on September 1, 2020 and ending on August 31, 2021 (the "Fourth Renewal Term"). Notice of Termination required from Customer 60 days from end of term.
4. **Fees.** Section 4 is deleted in its entirety and replaced with the following, effective during the Third Renewal Term:

Assumptions	Amounts
Annual Spend - Long Distance, Local Data and Wireless	\$1,236,000
Services	Fees
Invoice Managed Services & Inventory Management	Monthly Processing Fee: 4.66% of total monthly spend, payable monthly in advance, with a quarterly true-up billing adjustment, and a minimum billing of \$4,799 per month.

5. Except as expressly modified in this Fourth Amendment, all terms and conditions of the Service Agreement, as previously amended, shall remain in full force and effect.



The Parties have executed this Fourth Amendment as of the Amendment Effective Date.

ISI Telemanagement Solutions, LLC

County of Tulare

By: Jane M. Chowanicec

By: _____

Print Name: Jane M. Chowanicec

Print Name: _____

Title: Dir. of Cust. Success

Title: _____

Date: Apr. 16, 2020

Date: _____

By: Chris Welch

Attest: Jason T. Britt
County Administrative Officer/
Clerk of the Board of Supervisors
of the County of Tulare

Print Name: Chris Welch

Title: VP, Sales & Strategic Alliances

By: _____

Date: April 16, 2020

Deputy Clerk

[Corporations Code section 313 requires that contracts with a Corporation be signed by both (1) the chairman of the Board of Directors, the president or any vice-president (or other officer having general, operational responsibilities), and (2) the secretary, any assistant secretary, the chief financial officer, or any assistant treasurer (or another officer having record keeping or financial responsibilities), unless the contract is accompanied by a certified copy of the corporation's Board of Directors' resolution authorizing the execution of the contract. California Corporation Code section 17703.01 requires that contracts with a Limited Liability Company be signed by at least two managers, unless the contract is accompanied by a certified copy of the articles of organization stating that the LLC is managed by only one manager.]

Approved as to Form
County Counsel

By: [Signature]
Deputy

Date: 5-12-20

Matter No. 2020362