



ALAMEDA COUNTY INFORMATION TECHNOLOGY DEPARTMENT

ITD HQ - 393 13th STREET, OAKLAND, CA 94612 • (510) 481-3700

February 25, 2020

Honorable Board of Supervisors
County of Alameda
1221 Oak Street, Suite 536
Oakland, California 94612-4305

Dear Board Members:

SUBJECT: AUTHORIZE A STANDARD SERVICES AGREEMENT CONTRACT (MASTER CONTRACT NO. 900985, PROCUREMENT CONTRACT NO. 19724) WITH STREAMWRITE, LLC FOR INTERACTIVE VOICE RESPONSE-COMPUTER TELEPHONY INTEGRATION (IVR-CTI) SYSTEMS SUPPORT FOR THE TERM OF 4/1/20 – 3/31/23 FOR A NOT-TO-EXCEED AMOUNT OF \$800,000

RECOMMENDATION:

- A. Approve a Sole Source Agreement (Master Contract No. 900985, Procurement Contract No. 19724) with Streamwrite, LLC (Principal: Mark Seeba; Location: Emeryville) a division of American Telesource, Inc., to provide Interactive Voice Response-Computer Telephony Integration systems support for Alameda County departments for the term of 4/1/20 - 3/31/23, for a not-to-exceed amount of \$800,000; and
- B. Delegate authority to the Chief Information Officer, or his designee, to negotiate and execute the contract, subject to review and approval as to form by County Counsel and return an executed copy to the Clerk of Board for filing

DISCUSSION/SUMMARY:

On April 17, 2012, File No. 28050, Item No. 12, your Board approved a three-year contract with American Telesource, Inc. (ATI), which is now doing business with the County as Streamwrite, LLC, for the period of April 1, 2012 through March 31, 2015 in the amount of \$675,000. On March 24, 2015, Item No. 72, your Board approved a contract increase of \$960,000 and a two-year contract extension for the period of April 1, 2015 through March 31, 2017. On March 28, 2017, Item No. 21, your Board approved a contract increase of \$725,000 and a three-year contract extension for the period April 1, 2017 through March 31, 2020.

The County of Alameda currently has (12) Interactive Voice Response-Computer Telephony Integration (IVR-CTI) systems with approximately 300 voice ports, and 300 web agents over (14) servers/applications purchased under the County's current contract. These systems are used by multiple County departments including Social Services Agency, Public Works, the Auditor's Central Collections and Clerk Recorder's Office, the Treasurer/Tax Collector and the Registrar of Voters. The

County of Alameda Information Technology Department provides coordination with Streamwrite on behalf of these County departments. The recommended Contractor will be required to provide support on these existing systems for upgrades, modification of existing applications, relocation of existing systems, development of new applications on existing servers, yearly software licensing renewals and ongoing maintenance and repair services. The Contractor will also be responsible for coordinating the migration to Voice over Internet Protocol (VoIP) based interfaces to telephone equipment on an as-needed basis. This amendment will allow for continuity of the maintenance, customization, configuration and upgrade of the IVR-CTI systems developed by Streamwrite.

In the interest of insuring timeliness in meeting contract and payment deadlines, it is requested that the CIO be authorized to negotiate and execute the contract.

SELECTION CRITERIA/PROCESS:

The Information Technology Department submitted a Sole Source package to GSA Purchasing Department citing an approved exception to the County Competitive Policy requirement which falls under Section VI. D – Equipment Maintenance Services.

An Advance Notice of Sole Source was posted on February 23, 2017 on the County website for 10 business days. There were no responses; therefore, competitive bids are not possible. Subsequently, a Finding Memo of Non-Competition was completed on March 10, 2017 and approved by GSA. On January 8, 2020 a Finding Memo of Non-Competition, Sole Source #6319 was completed by GSA Purchasing.

The existing IVR-CTI systems were developed, installed and customized over many years by Streamwrite. Streamwrite has the knowledge and documentation of the existing applications both in terms of customized code, workflow, database software, interfaces with County client departments' databases, and knowledge of what has and has not worked for each County client in the past. This cannot be duplicated in a reasonable time frame and it would be prohibitively expensive and time consuming to replace them with new systems.

Streamwrite, LLC is a Small Local Emerging Business (SLEB), certified through February 28, 2022 (Cert. Number: 14-00024).

FINANCING:

Appropriations for this contract are included in the Information Technology Department's FY 2019-20 Approved Budget and will be requested in future budget years. No additional appropriations are required and there will be no increase to net County cost.

Honorable Board of Supervisors

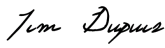
February 20, 2020

Page 3

VISION 2026 GOAL:

The provision of Interactive Voice Response-Computer Telephone Integration (IVR-CTI) systems support meets the 10X goal pathway of **Employment for All** in support of our shared vision of a **Prosperous and Vibrant Economy**.

Sincerely,

DocuSigned by:

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Tim Dupuis
CIO

cc: Melissa Wilk, Auditor-Controller
Willie A. Hopkins, Jr. Director, General Services Agency
Mark Seeba, Principal, Streamwrite, LLC