

**SECOND AMENDMENT TO COUNTY OF MENDOCINO  
STANDARD SERVICES AGREEMENT NO. PA #23-72**

This Amendment to Agreement No. PA #23-72 is entered into this 19th day of, Dec 2023, by and between the COUNTY OF MENDOCINO, a political subdivision of the State of California, hereinafter referred to as "COUNTY" and CLIENTFIRST CONSULTING GROUP, LLC DBA CLIENTFIRST TECHNOLOGY CONSULTING, hereinafter referred to as "CONTRACTOR".

WHEREAS, Agreement No. PA #23-72 was entered into on April 19, 2023; and

WHEREAS, Agreement No. PA #23-72 was amended for the first time September 26, 2023, with Agreement No. BOS 23-170; and

WHEREAS, upon execution of this document by the Chair of the Mendocino County Board of Supervisors and CONTRACTOR, this document will become part of the aforementioned contract and shall be incorporated therein; and

WHEREAS, it is the desire of the CONTRACTOR and the COUNTY to extend the termination date set out in the original Agreement No. PA # 23-72, from December 31, 2023, to June 30, 2024; and

WHEREAS, it is the desire of CONTRACTOR and the COUNTY to increase the total contract amount set out in the original Agreement No PA #23-72 by \$48,850 for the addition of services defined and attached to this amendment as Exhibit A-3, for a new total contract amount of \$ 108,810.00.

NOW, THEREFORE, we agree as follows:

1. The termination date set out in the original Agreement No. PA # 23-72 will be extended from December 31, 2023, to June 30, 2024.
2. The total contract amount set out in Agreement No. PA # 23-72 will be increased by \$48,850 for a new total contract amount of \$ 108,810.
3. Exhibit A, Definition of Services, in Agreement No. PA # 23-72, is hereby amended to include the services stated on Exhibit A-3 attached to this amendment and incorporated herein by this reference.

All other terms and conditions of Agreement No. PA #23-72 shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

**DEPARTMENT FISCAL REVIEW:**

[Signature] **12/04/2023**  
DEPARTMENT HEAD DATE

Budgeted: ☒ Yes ☐ No

Budget Unit: **0717**

Line Item: **862189 Project IT054**

Grant: ☐ Yes ☒ No

Grant No.: **N/A**

**CONTRACTOR/COMPANY NAME**

By: [Signature]

Date: **12/05/2023**

**NAME AND ADDRESS OF CONTRACTOR:**

ClientFirst Consulting Group, LLC

980 Montecito Drive, Suite 209

Corona, CA 92879

**COUNTY OF MENDOCINO**

By: [Signature]  
GLENN MCGOURTY, Chair  
BOARD OF SUPERVISORS

Date: **12/19/2023**

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she, or the entity upon behalf of which he/she acted, executed this Agreement.

**ATTEST:**

DARCIE ANTLE, Clerk of said Board

By: [Signature]  
Deputy **12/19/2023**

I hereby certify that according to the provisions of Government Code section 25103; delivery of this document has been made.

DARCIE ANTLE, Clerk of said Board

By: [Signature]  
Deputy **12/19/2023**

**COUNTY COUNSEL REVIEW:**

APPROVED AS TO FORM:

CHRISTIAN M. CURTIS,  
County Counsel

By: [Signature]  
Deputy

Date: **12/04/2023**

**INSURANCE REVIEW:**

By: [Signature]  
Risk Management

Date: **12/04/2023**

**EXECUTIVE OFFICE/FISCAL REVIEW:**

By: [Signature]  
Deputy CEO or Designee

Date: **12/04/2023**

Signatory Authority: \$0-25,000 Department; \$25,001- 50,000 Purchasing Agent; **\$50,001+ Board of Supervisors**

Exception to Bid Process Required/Completed ☐

Mendocino County Business License: Valid ☐

Exempt Pursuant to MCC Section: \_\_\_\_\_

## **EXHIBIT A-3**

### **DEFINITION OF SERVICES**

CONTRACTOR will provide the following services:

**A. Provide Telecommunications Audit Correction - Project Management**

**1. Conduct regular Project Management Status Meetings**

- CONTRACTOR will meet/hold calls with COUNTY on a bi-weekly basis for POTS line bill cancellations.
- CONTRACTOR will meet/hold calls with COUNTY on a weekly basis for PRI to SIP changes..

**2. CONTRACTOR will develop list of lines and services to be removed from the vendor billing and obtain approval from COUNTY for cancellation.**

**B. Meet with Vendors to Review Findings and Change Orders: CONTRACTOR will meet with COUNTY's existing vendor AT&T CalNet, to review findings and change orders.**

**C. Place Orders for POTS Lines and Service Removals with AT&T: CONTRACTOR will place orders for COUNTY's POTS lines and service removals.**

**D. Monitor/Coordinate Carrier Changes to COUNTY Telecommunications Billing**

**1. Using the CalNet Portal, CONTRACTOR will monitor the recommended changes to the COUNTY billing to determine the process of the vendor.**

**2. CONTRACTOR will participate in calls and discussions with COUNTY Accounting and COUNTY IT regarding CalNet Billing questions and changes.**

**3. CONTRACTOR will develop and update status reports to review with the COUNTY IT Team on status of the specific changes.**

**E. PRI Restructuring**

**1. CONTRACTOR will develop defined scope of work (SOW) for Maverick Networks to provide a proposal and fee.**

**2. CONTRACTOR will place orders, on behalf of COUNTY, for new Session Initiation Protocol (SIP) based Primary Rate Interfaces (PRI's).**

3. CONTRACTOR will define the specific Primary Rate Interfaces (PRI's) to be disconnected.
  4. CONTRACTOR will place orders for COUNTY approved Primary Rate Interfaces (PRI's) to be disconnected
  5. CONTRACTOR will develop specific port list of COUNTY Direct Inward Dialing (DID) numbers to be ported (moved).
  6. CONTRACTOR will assist COUNTY with planning schedule.
- F. Participation in E911 Design: CONTRACTOR will work with COUNTY, AT&T, Intrado and Mitel Dealer to provide details and operational requirements for updated 911 operations.

CONTRACTOR to provide review and oversight regarding operation. Assumes the general plan includes a basic address information provide to the Public Safety Answering Point (PSAP).

G. Port Planning, Cutover, and Operational Testing

1. CONTRACTOR will conduct testing of Direct Inward Dialing (DID) numbers (Sample)
  2. CONTRACTOR will develop a Test Plan for Direct Inward Dialing (DID) Session Initiation Protocol (SIP)
  3. CONTRACTOR will monitor vendor testing of Session Initiation Protocol (SIP) services
- H. CONTRACTOR will reconcile the final billing from vendors (Equipment and Carriers).
- I. CONTRACTOR will Conduct 30-day Operational Review for COUNTY Acceptance.

## Additional Project Workplan

### Project Management Changes - Project Fee Modification

The original project work plan had 140 hours estimated to conduct the planned audit service project. We updated the work plan and added the needed services to address the needed services. The updated work plan is listed below.

| Steps   | Phase 2 - Telecom Audit Correction Project Management  | Weeks | Total Hours | Weiman | Struwing |
|---|--|-------|-------------|--------|----------|
| Phase 2 - Telecom Audit Correction - Project Management |  |       |             |        |          |
| 1   | Project Management Status Meetings   |       |             |        |          |
|   | Project Management Meetings/Calls - POTS   | 12    | 24          | 1      | 1        |
|   | Project Management Meetings/Calls - PRI to SIP   | 24    | 48          | 1      | 1        |
|   | Develop List of Lines and services to be removed from the vendor billing and obtain approval for cancellation                  |       | 9           | 1      | 8        |
| 3   | Meet with Vendors to Review Needed Changes   |       |             |        |          |
|   | Meet with existing vendors to review findings and change orders  |       | 4           |        | 4        |
| 4   | Place Orders for POTS lines and service Removals with AT&T   |       | 9           | 1      | 8        |
| 5   | Monitor/Coordinate Carrier Changes to the County Telecom Billing   |       |             |        |          |
|   | Using the CalNet Portal, we will monitor the recommended changes to the County billing to determine the progress of the vendor |       | 21          | 1      | 20       |
|   | Participate in calls and discussions with County Accounting and IT regarding CalNet Billing questions and changes              |       | 24          | 4      | 20       |
|   | Develop and update status report to review with County IT Team on status of the specific changes                               |       | 16          |        | 16       |
| 6   | PRI Restructuring  |       |             |        |          |
|   | Develop Defined Scope of work (SOW) for Maverick Networks to provide a proposal and fee  |       | 12          | 4      | 8        |
|   | Place orders for New SIP Based PRI's   |       | 10          | 2      | 8        |
|   | Define the specific PRI's to be disconnected   |       | 6           | 2      | 4        |
|   | Place orders for Approved PRI's to be disconnected   |       | 2           |        | 2        |
|   | Develop specific port list of DID numbers to be ported   |       | 12          | 2      | 10       |
|   | Assist with planning schedule  |       | 1           |        | 1        |
| 7   | Participation in E911 Design   |       |             |        |          |
|   | E911 location information  |       | 42          | 8      | 34       |
| 8   | Port Planning, Cutover, and Operational Testing  |       |             |        |          |
|   | Testing of DID numbers (Sample)  |       | 4           |        | 4        |
|   | DID SIP Test Plan Development  |       | 6           | 2      | 4        |
|   | Monitor vendor testing of SIP Services   |       | 4           |        | 4        |
| 9   | Reconcile the Final Billing from Vendors (Equipment and Carriers)  |       | 9           | 1      | 8        |
| 10  | Conduct 30-Day Operational Review for Acceptance   |       | 5           | 1      | 4        |
| Hours   |  |       | 268         | 65     | 203      |

[END OF DEFINITION OF SERVICES]