

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

This Amendment to Agreement No. PA #23-72 is entered into this 26th day of, September 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, 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 September 30, 2023, to December 31, 2023; 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 \$28,930 for the continued need for services and addition of services defined and attached to this amendment as Exhibit A-2, for a new total contract amount of \$ 59,960.

NOW, THEREFORE, we agree as follows:

1. The termination date set out in the original Agreement No. PA # 23-72 will be extended from September 30, 2023, to December 31, 2023.
2. The total contract amount set out in Agreement No. PA # 23-72 will be increased by \$28,930 for a new total contract amount of \$ 59,960.
3. Exhibit A, Definition of Services, in Agreement No. PA # 23-72, is hereby superseded and replaced by Exhibit A-2 attached to this amendment and incorporated herein by this reference.
4. Exhibit B, Payment Terms, in Agreement No. PA # 23-72 is hereby superseded and replaced by Exhibit B-2 attached to this amendment and incorporated herein by this reference.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:

CONTRACTOR/COMPANY NAME

09/12/2023 DATE  
DEPARTMENT HEAD

9/12/2023 Date:

Budgeted: ☒ Yes ☐ No

NAME AND ADDRESS OF CONTRACTOR:

Budget Unit: 0717

ClientFirst Consulting Group, LLC

Line Item: 862189 Project IT054

980 Montecito Drive, Suite 209

Grant: ☐ Yes ☒ No

Corona, CA 92879

Grant No.: N/A

COUNTY OF MENDOCINO

By: Glenn McGourty  
GLENN MCGOURTY, Chair  
BOARD OF SUPERVISORS

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.

Date: 09/26/2023

ATTEST:

DARCIE ANTLE, Clerk of said Board

By: Antle  
Deputy 09/26/2023

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: Antle  
Deputy 09/26/2023

INSURANCE REVIEW:

By: Darcie Antle  
Risk Management

Date: 09/12/2023

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

CHRISTIAN M. CURTIS,  
County Counsel

By: Christian M. Curtis  
Deputy

Date: 09/12/2023

EXECUTIVE OFFICE/FISCAL REVIEW:

By: Christina  
Deputy CEO or Designee

Date: 09/12/2023

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-2

### DEFINITION OF SERVICES

CONTRACTOR will provide the following services:

A. Perform Telecommunications Billing and Services Audit

1. Gather billing and system information for the following:

- Local telecommunications
- Long Distance Billing
- Telecommunications services contracts and terms
- Telecommunications equipment maintenance contracts
- General telecom system design and review of in-place equipment
- Alternative services arrangements through CalNet3
- Data Network Design Topology

2. CONTRACTOR will work with COUNTY to obtain copies of all of COUNTY's telephone billing and access to the COUNTY's billing through COUNTY's AT&T portal.

3. CONTRACTOR will work to provide COUNTY with a Letter of Authorization (LOA) to the COUNTY's carriers. This LOA will enable CONTRACTOR to speak with carrier about COUNTY's billing and services.

B. Request the Customer Service Records (CSR) and services and equipment (S&E) records for your locations – CONTRACTOR will work COUNTY to obtain the vendor CSR/S&E for various billing that requires further examination.

These records contain the details needed to perform a complete audit of the telecommunications services and billing. They contain this information in a form that requires a complete understanding of AT&T's complex Universal Service Order Codes (USOC) and the make-up of telecommunications services and billing.

C. Develop detailed telecommunications billing spreadsheet tool – CONTRACTOR will develop a detailed spreadsheet tool that will list the lines of services that are billed by AT&T, CalNet3, TPX, Verizon, and other carrier(s), long-distance providers, and telecommunications data services providers.

This inventory spreadsheet will be designed to provide COUNTY with a management tool for each location to easily perform a spot review of the telecom costs on a monthly basis.

D. Perform a detailed review of the billing, physical inventory, and use of testing equipment to identify the installed telecommunications services and their use for the Voice and Data Network(s):

1. Review the records in an effort to identify any billing issues or discrepancies. This review will identify areas that are in need of adjustment, credit, or clarification.

Any billing errors identified may be subject to refunds and/or credits. CONTRACTOR will work with you to determine the best approach for each issue identified. CONTRACTOR process will include an on-site inventory of each location.

CONTRACTOR inventory process includes the use of our test sets to identify the specific lines and services installed in each County location.

2. This review will investigate erroneous dates for service migrations, cancellations, and changes. CONTRACTOR will complete global approach to the billing audit and review provides the County with a number of benefits:

- Physical verification of installed services (as possible)
- Coordinated vendor credit and refund claims
- Comparison to contract rates
- General market comparison
- Corrected billing and account information
- Telecom services strategies for lowest cost Ca1Net3 services
- Strategies for optimum long-term operation and cost control
- Carrier consolidation and coordination of buying power

E. Review of Additional Savings Opportunities: CONTRACTOR will review billing, design, and telecom equipment if COUNTY can see additional cost savings by restructuring the use of Primary Rate Interface (PRI) and change the type of PRI services to Session Initiation Protocol (SIP) services.

F. CONTRACTOR will review alternative telecommunications services and operational methods – Based on the information gathered, CONTRACTOR will review alternative telecommunications services and arrangements to reduce costs and improve operations.

These alternatives may include the use of integrated SIP services, PRI services, integration of voice/data in the wide area network (WAN), and integration of new/updated methods of providing the same connectivity and functionality. These alternative design approaches can have an impact on the telecommunications cost, equipment maintenance costs, and operational



efficiencies. CONTRACTOR analysis will include recommendations regarding the cost-benefit ratio for these alternatives.

- G. Conduct Workshop – Review initial findings with the COUNTY:  
CONTRACTOR will conduct a findings and alternatives workshop with the COUNTY to review CONTRACTOR's initial billing review and inventory findings and to verify the services and confirm next steps.

CONTRACTOR finds that this course-setting meeting provides COUNTY with an interim update, as well as active participation in decision-making regarding options and the direction of the telecommunications service alternatives.

CONTRACTOR will also determine the operational use for each line and include this information on the inventory spreadsheet. This process will identify the voice, fax, security, fire and elevator lines and services for each site.

- H. Develop a detailed list of changes and modifications to the billing and services:  
Based on CONTRACTOR's findings and input received from the COUNTY during the workshop, CONTRACTOR will develop a detailed list of actions that should be performed in order to address any billing errors discovered or recommended changes in services.
- I. Present findings, conclusions, and recommendations: CONTRACTOR will prepare a presentation-style report to communicate the changes that are needed and detail potential cost reductions to COUNTY. CONTRACTOR's report will include a hard and soft copy of the documents.

## Modified Project Workplan

### Project Fee Modification

The original project work plan had 146 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:

Step	Inventory and Audit of Telecommunications Services (REVISED - 08-07-2023)	Total Hours	Weiman	Struwing
1	Project Management and Coordination	16	8	8
2	Project Kick-Off Meeting and Preparation	4	2	2
	Gather billing	2		2
	Obtain authorization	2		2
3	Obtain Customer Service Records (300 Account Records anticipated 30 to 40)	24		24
4	Obtain Available usage Information for existing analog lines from CSR and billing Portal - Inbound testing and Outbound activity	32		32
5	Using information identified during site visit - Obtain Available feature and Misc. Billed Item Information (e.g., Wire Maintenance and Centrex Feature Charges) for 300 Accounts	16		16
6	Develop Telecommunication Spreadsheet	12	4	8
7	On-Site Inventory Field Work and Services Review - Site Visit #1	80	40	40
8	Analyze Telecom Billing	12	2	10
9	Conduct Inbound Call Tests for Lines In Question	12		12
10	Develop Voice Network Diagram for County Voice Operations	6	1	5
11	Analyze Existing PRI Arrangements	6	2	4
12	Develop alternative PRI Design Options	6	2	4
13	TPX PRI Contract Liabilities and Potential Activities	10	2	8
14	Analyze and determine financial impact of PRI Design Change	9	3	6
15	MITEL Design Options and Labor Requirement	10	2	8
16	Review Alternative Services	8	2	6
17	General Market Compare and Alternative CalNet3	10	4	6
18	Develop Report Notes and Findings	12	8	4
19	Conduct a Workshop on Findings	4	2	2
20	Develop a Detailed List of Changes	5	1	4
21	Present Report Findings	4	2	2
	Hours	302	87	215

[END OF DEFINITION OF SERVICES]