

STATE OF ILLINOIS, } ss.
COUNTY OF WINNEBAGO }

I, MARGIE M. MULLINS, County Clerk in and for said County, in the State aforesaid, do hereby certify that I have compared the foregoing attached copy of:

**RESOLUTION AWARDING PROPOSAL FOR TELECOMMUNICATIONS
LINE AND SERVICE AUDIT**

with the original document which is on file in my office; and found it to be a true, perfect and complete copy of the original document.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seal of said County, at my office in the City of Rockford, in said County,

this 22ND DAY OF DECEMBER, 2017.

MARGIE M. MULLINS, Winnebago County Clerk

BY: Angela Reina Deputy County Clerk





Executive Summary

Date: December 14, 2017
To: Operations & Administrative Committee
Prepared by: Purchasing Department
Subject: Telecommunications Lines and Services Audit

County Code: Winnebago County Purchasing Ordinance

Background:

All Winnebago County departments and buildings need a detailed audit and physical inventory (mapping) done of all telecommunication lines. We have made some progress in identifying unused lines however with 84 AT&T accounts and over 15 Frontier accounts (some with hundreds of lines) it has been very time consuming.

ClientFirst is the firm that recently conducted the 911 telecommunication line and circuit audit for both the City and County 911 departments. It was a very successful audit resulting in County savings over \$10,000 per month on AT&T billing.

Recommendation:

Carla Paschal, Gus Gentner and Ann Johns are all very familiar with ClientFirst. They each recommend the County hire this particular vendor to conduct a first of its kind comprehensive telecommunication line audit. This will be done building by building to identify all telephone lines, alarm and emergency circuits.

Purchasing Department

404 Elm Street • Room 202 • Rockford, IL 61101

Website: www.WinColl.us

It is our mission to provide high quality services and promote a safe community for all people in Winnebago County.

**RESOLUTION
of the
COUNTY BOARD OF THE COUNTY OF WINNEBAGO, ILLINOIS**

Sponsored by: Gary Jury
Submitted by: Operations & Administrative Committee

2017 CR 175

RESOLUTION AWARDING PROPOSAL FOR TELECOMMUNICATIONS LINE AND SERVICE AUDIT

WHEREAS, Winnebago County wishes to have a complete detailed audit and physical inventory of the telecommunication lines and services currently active; and,

WHEREAS, it is recommended that ClientFirst Technology Consulting provide this service; and,

WHEREAS, as this is a professional service, it is not subject to competitive bidding according to Section 2-337(b) of the Winnebago County Code; and,

WHEREAS, the Operations and Administrative Committee of the County Board for the County of Winnebago, Illinois has reviewed the proposal received from ClientFirst Technology Consulting to perform the detailed audit and physical inventory; and,

WHEREAS, the Operations and Administrative Committee has determined that the funding for the aforementioned purchase shall be as follows:

81000 - 43210

NOW, THEREFORE, BE IT RESOLVED, by the County Board of the County of Winnebago, Illinois that a purchase order be issued to ClientFirst Technology Consulting, 1181 California Avenue, Suite 270, Corona, CA 92881 in an amount not to exceed \$24,960.00 dollars.

BE IT FURTHER RESOLVED, that the Clerk of the County Board is hereby authorized to prepare and deliver certified copies of this Resolution to the Director of Purchasing, Finance Director, Director of Information Technology, and County Auditor.

Respectfully Submitted,
OPERATIONS & ADMINISTRATIVE COMMITTEE

AGREE

DISAGREE


GARY JURY, CHAIRMAN

GARY JURY, CHAIRMAN

JEAN CROSBY

JEAN CROSBY


ANGIE GORAL

ANGIE GORAL


JOE HOFFMAN

JOE HOFFMAN


KEITH McDONALD

KEITH McDONALD


ELI NICOLOSI


ELI NICOLOSI


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The above and foregoing Resolution was adopted by the County Board of the County of

Winnebago, Illinois this 21st day of December 2017.


FRANK HANEY
CHAIRMAN OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

ATTESTED BY:


MARGIE M. MULLINS
CLERK OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

November 30, 2017

Ms. Ann Johns
Director of Purchasing
Winnebago County
404 Elm Street
Rockford, IL 61101

Re: Proposal for Telecommunications Lines and Services Audit

Dear Ms. Johns,

CLIENTFIRST Technology Consulting is pleased to provide Winnebago County with our *Proposal for Telecommunications Lines and Services Audit* to provide assistance to the County in auditing the existing telecom lines and services. We appreciate the confidence you have placed in our services and look forward to working with you.

Project Background

Winnebago County would like to retain our services to perform a detailed audit and physical inventory of the telecommunications lines and services billed to the County. Our recent telecom audit work with the County and the City of Rockford related to the 911 lines and services has yielded excellent results and the County would like to continue that process to include the rest of the County's telephone lines.

CLIENTFIRST met with the County to discuss the project, scope, and timing. During that meeting, we generally reviewed the County's situation, services, and desired results. Based on that meeting, we have developed this engagement letter describing the steps and work plan for the project.

The major focus of the project is on analog lines and circuits. While the County has additional PRIs, DID services, IPFlex Services, and SIP services, the County would like this project to focus on the analog lines and circuits being billed by AT&T and Frontier.

We can provide additional information regarding *CLIENTFIRST* and our experience performing these projects for other clients, if requested. Because the County and City of Rockford already has the information from the previous project, we condensed the proposal to letter format.

To address the County's need, we have developed the following project work plan.



Project Work Plan and Fees

Our fees are based on the actual time spent on the project by the staff assigned. The work plan provides the work steps and anticipated time needed to complete the project. Our fees will not exceed these amounts unless the County decides to expand the scope of the project.

We anticipate any expenses to be local travel, mileage, and tolls, not to exceed \$600. Expenses are based on 8 total site visits.

Step	Winnebago County Telecommunications Lines and Services Audit Work Plan	Total Hours	Struwing	Weiman
1	Project Kick-Off Meeting	2	1	1
Line Audit				
1	Obtain CSRs and validate billing spreadsheets	8	8	-
2	Review inbound and outbound calling usage	4	4	-
3	On-site audit and inventory with County IT staff - Approximately ten sites in downtown Rockford	24	24	-
4	Documentation of lines to be disconnected	9	8	1
5	Issue disconnect orders to AT&T	9	8	1
6	Verify AT&T billing	16	16	-
Billing				
1	Work with County staff and AT&T to consolidate and organize bills by department	14	12	2
2	Verify line and circuit rates	12	12	-
3	Review taxes and fees	17	16	1
4	Verify contract dates for services	3	2	1
Analog Circuit Disconnects				
1	Organize and facilitate with County IT staff and Kwik Kall	12	12	-
2	Determine specific physical line disconnects and continuity testing	24	24	-
3	Issue disconnect orders to AT&T	9	8	1
4	Work with County and selected vendors to establish contract for needed circuits	8	4	4
	Hours	171	159	12
	Rates		\$ 140	\$ 175
	Fees Total	\$ 24,360	\$ 22,260	\$ 2,100



Maximum Cost

The consulting fees payable based on this agreement shall not exceed the amounts shown.

Project Timing

We anticipate beginning this process immediately and completing it in a timeframe determined by planning meetings with the County.

Scope Changes and Management

Alternative scope changes and fee adjustments are possible, and are dependent on specific project needs and staff resources and capabilities. Minor changes to the scope and methodology stated above will not result in a change in our fees.

If the nature or scope of our work should change significantly during the project, we would discuss such matters and their effect on our fees and obtain written approval before proceeding.

Payment Terms

We invoice monthly as progress proceeds. CLIENTFIRST will provide detailed accounting of all consulting time and expenses as a part of the invoice. Payments are due within 30 days of receipt, via check or ACH.

Project Staffing

Thomas Weiman, Consulting Services Practice Leader, and Marcia Struwing will provide the staffing for the project. Tom and Marcia were involved in the previous telecommunications audit for the County and the City of Rockford and are most familiar with the County, the existing telecom services, and project scope.

Project Acceptance

If you have any questions, feel free to contact me at 847.910.7047 or via email at tweiman@clientfirstcg.com for additional information. We look forward to the continued opportunity of serving Winnebago County as one of our many satisfied clients.

If this proposal is in accordance with your understanding of the services to be performed by us, please sign and date this letter, and return it to us, physically or electronically.

Sincerely,

Thomas Weiman SCTC SOCIETY OF COMMUNICATIONS TECHNOLOGY CONSULTANTS INTERNATIONAL
Practice Leader
Enterprise Communications Consulting

Accepted by		
Winnebago County		
_____ Signature		_____ Date
_____ Name and Title (print)		