



Board Agenda Item 38

DATE: October 21, 2025

TO: Board of Supervisors

SUBMITTED BY: Raymond T. Hunter, Director, General Services Department

SUBJECT: Agreement with Total Online Protection LLC

RECOMMENDED ACTION(S):

- 1. Approve and authorize the Chairman to execute an Agreement with Total Online Protection LLC for inspection, maintenance, corrective, and emergency services to uninterruptible power supply and battery power units, effective upon execution, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$475,000; and**
- 2. Authorize the Director of General Services, or their designee, to add and remove equipment, locations, or otherwise modify services and service levels pursuant to Exhibits A and B of the recommended Agreement as operational needs require, with no increase to the maximum compensation.**

There is no increase in Net County Cost associated with the recommended actions. Approval of the first recommended action will allow the County, through its General Services Department, Facility Services Division (GSD-Facility Services), to contract with Total Online Protection LLC (TOP) for inspection, maintenance, corrective, and emergency services to efficiently maintain the Uninterruptible Power Supply (UPS) systems at various County facilities.

The second recommended action will allow the Director of General Services (Director), or their designee, to add and remove equipment, locations, or otherwise modify services and services levels pursuant to Exhibits A and B of the recommended Agreement, as operational needs require, with no change to the maximum compensation. This item is countywide.

ALTERNATIVE ACTION(S):

Regarding the first recommended action, your Board could direct staff to continue under the existing Service Agreement No. A-22-349 with Lorbel, Inc. Additionally, your Board could direct staff to use a Purchase Order to address operational needs as they arise, which could affect the timeliness for repairs of critical systems and County operations.

Should your Board not approve the second recommended action, GSD-Facility Services would return to your Board each time the County acquires or sells property, or otherwise needs to add or remove equipment or services at existing locations, which could also delay routine operational needs for servicing equipment.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum

compensation for the total possible five-year term is \$475,000. Costs related to these services will be charged back to the user departments occupying facilities with UPS systems. Sufficient appropriations and estimated revenues are included in the GSD-Facilities Org 8935 FY 2025-26 Adopted Budget and will be included in future budget requests for the duration of the Agreement term.

DISCUSSION:

The Information Technology Services Department (ITSD) and GSD-Facility Services currently utilize Agreement No. A-22-349 with Lorbel Inc. for similar UPS maintenance and repair services; however, ITSD requires its vendor to be authorized to provide Toshiba-brand services and repairs, a requirement not necessary for GSD-Facility Services as their equipment does not include Toshiba products. In general, the two departments use UPS systems to support different operations - ITSD's mainly being support of the County's network and GSD-Facility Services for support to building operations (such as emergency lighting, lighting and heating, ventilation, air conditioning controls, automatic door operations, and even short-term support for refrigeration equipment). For these differences in operations, as well as a cost-reducing initiative, GSD explored the competitive bidding process to identify other vendors for these services. As such, ITSD will continue under Agreement No. A-22-349 with Lorbel, Inc., while GSD-Facility Services seeks a separate agreement with TOP.

On April 25, 2025, the County released a Request for Quotation ("RFQ") No. 25-095, requesting the successful bidder to provide quotes for inspection, maintenance, corrective, and emergency services to the UPS and battery power units in operation within various County facilities. The County received five quotes by the closing date of May 22, 2025; of which two were deemed unresponsive by GSD's Purchasing division. Of the three responsive bidders, TOP provided the lowest bid for the requested services.

The first recommended action will approve the recommended Agreement with a three-year initial term and two optional one-year extensions. Services include routine maintenance and non-routine repairs to UPS and battery systems, including but not limited to maintenance, repair, corrective and emergency services for all UPS equipment. In no event shall the potential five-year cost exceed \$475,000.

The second recommended action will authorize the Director, or their designee, to add and remove County equipment, locations, or otherwise modify services and services levels pursuant to Exhibits A and B of the recommended Agreement, with no increase in the maximum compensation. As operational needs change and the County expands into new buildings, this provides an efficient way for GSD-Facility Services to aid user departments in maintaining systems essential for daily operations.

REFERENCE MATERIAL:

BAI #44, August 9, 2022

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with TOP

CAO ANALYST:

Amy Ryals