

A Telecom Case Study – Dallas County, Texas

“Dallas County decided to begin use of the Cost Recovery and Reduction™ Program by analyzing our telecom services first. The almost \$100,000 in refunds and savings that Cost Control Associates obtained for us has made a difference in a tight budget year for the County.”



The Sixth Floor Museum at Dealey Plaza

BACKGROUND

Dallas County, acting in partnership with the National Association of Counties (NACo), published a Request For Proposals (RFP) for cost containment services. The primary purpose of the RFP was to develop a national contract for services that could help Dallas County and other counties reduce costs.

This national contract would allow other government entities around the Country to utilize the same beneficial services and terms by simply piggybacking on the Dallas County contract.

NACo's main requirements for establishing the contract were that it be solicited on a national basis (and open to all bidders) and that it had to be

competitively bid. In October 2005, after evaluating the responses from 26 different suppliers, and with input from the National Association of Counties, Dallas County awarded Cost Control Associates, Inc. (CCA) a contract for energy, telecom, and cellular phone cost containment services. Dallas County particularly liked the fact that CCA can provide these services on a contingency fee basis under which there are no costs for the program if refunds and cost savings are not produced.

GOALS

Dallas County had decided early on to allow Cost Control Associates to begin its cost reduction efforts within the County by reviewing telecom and cellular phone bills. The goals established for the CCA Team were first, to review the bills to identify any refunds that might be due to the County for erroneous billing and secondly, to put in place any cost saving measures that might be available through rate and other cost-saving changes.

CONSTRAINTS

A major constraint on the review process was the fact that Dallas County was nearing the completion of a major telecommunications project which changed both the types of services for the County's 45+ locations as well as the service provider. This situation required CCA to analyze two sets of telecom bills, deal with two separate telecom organizations and review bills for past and current service types at each location. CCA created

its own databases and relied on its vast telecom industry knowledge and relationships in its efforts to create savings in this case.

SOLUTIONS

The CCA Team was able to discover substantial over-billings on the part of the County's previous vendor for Dallas County. In addition, CCA has instituted both new rates and other changes with the new vendor and wireless providers that will save the County money.

RESULTS

Cost Control Associates' review and analysis of Dallas County's telecom costs proved to be extremely successful. The CCA Cost Recovery and Reduction™ program produced \$65,700 in refunds and \$32,200 in annual telecom cost reductions for Dallas County. That is a combined savings of over \$97,000.

And, because telecom and cellular phone reviews are just two of the services that CCA provides in its Cost Recovery and Reduction program, both Dallas County and Cost Control Associates feel that this first step was indeed a good one.

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