

SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 08/01/2005
Department Name: Clerk-Recorder-Assessor
Department No.: 062
Agenda Date: 08/16/2005
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Joe Holland, Clerk-Recorder-Assessor

STAFF CONTACT: Mary Rose Bryson, Project Manager x 3349

SUBJECT: Request for Waiver of Competition in Purchase of Interactive Voice Response System

Recommendation(s):

That the Board of Supervisors:

Authorize the Purchasing Agent to procure an Interactive Voice Response (IVR) System for the Clerk-Recorder without being required to conduct a formal bid process.

Alignment with Board Strategic Plan:

The recommendation is primarily aligned with Goal No.1: An efficient government is able to anticipate and respond effectively to the needs of the community.

Executive Summary and Discussion:

Pursuant to County Code Section 2-39, we are requesting your board to waive the requirement for a competitive bid for purchase of an interactive voice response system for the Clerk-Recorder Division, at a cost not to exceed \$66,000.

The Clerk-Recorder's current phone attendant system was installed in the early 1990's and is no longer being supported by any vendor. Running on an unsupported system creates potential risks affecting customer service. The needed new system will have the same capability of our current phone attendant system with some new and updated features. Some of the added features to the new IVR System include translation of all of our voice messages to Spanish and interface with the Recorder Database System to allow for processing of an estimated 275 vital records requests per month.

In addition to the enhanced features of this system, which allow for more efficient handling of customer requests, we ask your board to approve this request on the basis of compatibility with the existing system in the Election Division of the Clerk-Recorder-Assessor Department. A fully integrated compatible system among all divisions of the Clerk-Recorder-Assessor provides for more efficient use of resources.

Drake Communications is a well established vendor of these types of systems and is believed to be a vendor capable of providing equipment and software that is compatible with our department needs. This vendor installed and supports our Election Division's IVR System which we have not experienced any problems with. Our overall experience with this vendor has been a positive one.

Mandates and Service Levels:

None.

Fiscal and Facilities Impacts:

None. Clerk-Recorder Automation Designation will fund purchase of the system.

Special Instructions:

Send a copy of the minute order to Rose Rodarte in the Clerk-Recorder-Assessor Department and Gloria Ness in Purchasing.

Concurrences:

Purchasing Agent-Gloria Ness

