



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

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

Department Name: General Services
Department No.: 063
For Agenda Of: November 1, 2011
Placement: Departmental
Estimated Tme: 20 minutes
Continued Item: Yes
If Yes, date from: August 2, 2011
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Bob Nisbet, Director
Director(s) General Services Department (560-1011)
Contact Info: Jennifer Slayman, Assistant Director (568-2606)
Information Technology Division

Subject: **Telecommunications Technical Plan Professional Services
Agreement with Gartner, Inc.**

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

Approve and authorize the Chair to execute a Professional Services Contract with Gartner Inc. for Telecommunications Consultant Services for the period of November 1, 2011 through June 30, 2012 in an amount not to exceed \$145,000.

Summary Text:

The County's telephone system is eight years old and NEC, the County's telephone system provider has announced that the Private Branch Exchange (PBX) used by the County of Santa Barbara is at the end of life. Continuing to operate an end-of-life system poses a number of risks to the County. Replacement parts will no longer be manufactured, out of date software will not be supported, and support calls will be billable. The Telephone Replacement Project is in the Capital Improvement Plan (CIP) and at the end of FY 12/13 will be fully funded (see attached project description from the CIP). Over the years, rates charged to departments for system depreciation have accumulated in the Communication Internal Service Fund (ISF) for the replacement of the system.

A plan for replacing the telephone system with current technologies needs to be developed. Gartner Consulting, a Telecommunications Technical consultant, will be engaged to develop a Countywide

Telecommunications Roadmap to transition to a telephone system using Voice over Internet Protocol (VoIP). VoIP is the preferred voice communication system industry wide. VoIP is voice transmitted over a data network instead of over a separate voice network. The technical strategy to get to VoIP will be based on analyzing all elements of Unified Communications and Collaborations (UCC), of which the following technologies are key components: Voice Services, Wired Physical Infrastructure, Local Area Networks, Wide Area Networks and Wireless Services, Conferencing, Presence Directory infrastructure, and Collaborations infrastructure.

Working collaboratively with departments, Gartner will:

1. Help create the County's vision of UCC and a common understanding of the next generation of telecommunications network technologies.
2. Document business needs and requirements. A consensus on the standards and technologies that should be selected for long term UCC strategies will be established.
3. Define the goals and challenges, assess the capability of the current infrastructure and identify the top alternatives and the associated cost/benefit for these alternatives.

Background:

This item was before the Board on August 2, 2011. At that meeting, Boardmembers had the following questions:

1. What is the cost to replace the entire system?
2. Is this project budgeted?
3. What are the benefit features of VoIP?
4. What are the benefits and savings of proceeding now?
5. What are the downsides and costs of delaying this project?
6. Why is a consulting firm needed to perform this service?

The attached paper titled "Telephone Replacement Project – Getting to VoIP" provides answers to these questions and provides additional background information.

Performance Measure:

#20 - TELEPHONE SERVICE REPAIR CALLS (Performance Measure - Resolve Telephone Service Repair Calls within 1 business day).

#21 - MOVES, ADDS, CHANGES (Performance Measure - Complete Telephone Move, Add, and Change requests by the agreed upon due date.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized</u> <u>On-going Cost:</u>	<u>Total One-Time</u> <u>Project Cost</u>
General Fund			
State			
Federal			
Fees			
Other:	\$ 145,000.00	\$ -	\$ 145,000.00
Total	\$ 145,000.00	\$ -	\$ 145,000.00

Narrative: Funding for these items comes from the Information Technology /Communications Division Internal Service Fund depreciation account that has been accrued over the last five years. There are no additional General Fund costs.

Staffing Impacts:

Legal Positions:
0

FTEs:
0

Special Instructions:

Please return a fully executed duplicate original Agreement for Services and the Stamped Minute Order to Jennifer Slayman, Assistant Director of General Services.

Attachments:

1. Telephone Replacement Project – Getting to VoIP
2. Contract with Gartner Communications
3. PowerPoint Presentation

Authored by:

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cc:

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