



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:** January 19, 2016  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** General Services: Matthew P. Pontes, Director 560-1011  
Contact Info: Jennifer Slayman, Assistant Director 568-2606  
General Services, Information & Communications Technology  
Division

**SUBJECT:** Countywide Telephone System Upgrade, Contract Amendment

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Recommended Actions:** That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the attached Second Amendment to the Agreement with NEC Corporation of America, for the Countywide Telephone System upgrade, Board Contract 14-139, amending the Contract end date from August 31, 2015 to August 31, 2016 at no additional cost;
- b) Ratify work completed between August 31, 2015 and the execution of the attached Second Amendment to the Agreement; and
- c) Determine that this project was found by your Board to be exempt from the provisions of the California Environmental Quality Act pursuant to CEQA Guidelines Section 15301 on January 15, 2015, that a Notice of Exemption was filed on that basis, and that the proposed action is within the scope of that Notice of Exemption.

**Summary Text:**

On October 15, 2013, the Board executed the attached Agreement for the Countywide Telephone System Upgrade between the County and NEC Corporation of America. The term of the Agreement was from October 15, 2013 through December 31, 2014. The First Amendment to the Agreement extended the contract end date to August 31, 2015. This Second Amendment to the Agreement will extend the contract end date to August 31, 2016, at no additional cost.

**Background:**

In 2013, an RFP for the design, installation and future maintenance of the telephone system was developed, advertised and evaluated. On October 15, 2013, the Board awarded the design and upgrade contract to NEC, Board Contract-14139. The term of the Agreement was from October 15, 2013 through December 31, 2014. The First Amendment to the Agreement extended the contract end date to August 31, 2015. The contractor has been performing since the expiry date of the First Amendment to the Agreement and continues to perform.

The contract included the procurement and installation of the system and covers the upgrade of the nine private branch exchanges (PBXs), seven telephone gateway controller upgrades, conversion of 24 remote sites to VoIP telephones, voice mail, automatic call distribution (ACD), call accounting and E911 systems. All work has been completed except for the E911 system upgrade. The vendor was unavailable to start the installation of the E911 software until several months after the original schedule stated and the methodology deployed was more labor intensive than anticipated. The installation and configuration of the new E911 system is anticipated by August 31, 2016. This action finalizes the completion of the project, which has a total project budget of \$2,583,540. The contracted amount for the E911 system is \$77,465. There are no additional costs associated with the Second Amendment to the Agreement.

The Telephone System Upgrade contract is separate from the Telephone System Maintenance contract awarded by the Board in December 2014.

**Performance Measure:**

Resolve 80% of all telephone service repair calls within one business day.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

Narrative: N/A

**Key Contract Risks:**

The risk in this Second Amendment to the contract is low; progress on the project has been steady, vendor equipment is available and vendor staff are knowledgeable.

**Special Instructions:**

Please send one (1) duplicate Agreement and a copy of the Minute Order to: Jennifer Slayman, General Services Department.

**Attachments:**

Attachment A: Second Amendment to the Agreement

Attachment B: Telephone System Upgrade Agreement

Attachment C: First Amendment to the Agreement

**Authored by:**

Jennifer Slayman, Assistant Director General Services 568-2606