



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 20, 2015
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

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

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions: That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the attached First 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 December 31, 2014 to August 31, 2015, at no additional cost; and
- b) Determine that the proposed project is exempt from the provisions of CEQA pursuant to State CEQA Guidelines Section 15301, as it involves the operation and maintenance of County equipment that will result in no or negligible expansion of existing use and direct staff to file an Notice of Exemption on that basis.

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. This First Amendment to the Agreement will extend the contract end date to August 31, 2015, at no additional cost.

Background:

In 2012, General Services contracted with Gartner Consulting to develop a Technology Roadmap for County telecommunication needs. Specifically, Gartner assisted in developing requirements for the Telephone Upgrade Project. The Roadmap was shared with the Board in May 2012. The upgrade of our telephone system to VoIP follows the recommendations in the report. In 2013, an RFP for the design, upgrade/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. This first Amendment to the Agreement will extend the contract end date to August 31, 2015, allowing NEC additional time to complete the installation. This 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. This work has been completed except for the gateway controller upgrades, the remote sites and the E911 system upgrade. A delay in the release of the specified model of NEC VoIP phones was a factor in pushing this project timetable back.

There are no additional costs associated with this amendment.

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 First amendment to the contract is low; the specified phones are now available, progress on the project has been steady, vendor equipment is available and vendor staff are knowledgeable.

Special Instructions:

Please send contract and one duplicate of the minute order to Jennifer Slayman, General Services Department.

Attachments:

Attachment A: Contract amendment #1

Attachment B: Telephone System Upgrade Contract

Attachment C: Notice of Exemption

Authored by:

Jennifer Slayman, Assistant Director General Services 568-2606