

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: Public Works *[Signature]*

BOARD AGENDA # \*C-2

Urgent  Routine

AGENDA DATE November 15, 2011

CEO Concurs with Recommendation YES  NO   
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Approval to Purchase Network and Voice-Over Internet Telephone Equipment, Software and Services; and Approval to use Public Facility Fees of \$24,042 as Partial Funding for the Project

STAFF RECOMMENDATIONS:

1. Approve the purchase of network and Voice-over Internet Protocol (VoIP) telephone equipment, software and services by the Department of Public Works.
2. Approve the use of \$24,042 of Public Facility Fees (PFF) for partial funding of the VoIP project.
3. Direct the Auditor Controller to make the necessary budget adjustments per the financial transaction sheet.

FISCAL IMPACT:

The total project cost for the VoIP installation for the Public Works Department is estimated to be \$77,084. Slightly more than a year ago when Public Works consolidated staff at the Morgan Road location, portions of the critical infrastructure needed to support VoIP were identified. At that time Public Works invested \$27,528 in information technology needed for this project. In addition Strategic Business Technology (SBT) has already invested \$4,044 towards this project. These funds were expended from within the departments' budgets, represent a financial commitment to this project, and are included in the total  
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BOARD ACTION AS FOLLOWS:

No. 2011-706

On motion of Supervisor Chiesa, Seconded by Supervisor Withrow

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Withrow, De Martini, and Chairman Monteith

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

*[Signature: Christine Ferraro]*

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

Approval to Purchase Network and Voice-Over Internet Telephone Equipment, Software and Services; and Approval to use Public Facility Fees of \$24,042 as Partial Funding for the Project

### **FISCAL IMPACT (Continued):**

project cost. The remaining project's costs are to be funded with \$24,042 of Public Facility Fees and \$21,470 from Public Works' Road Fund.

Based on Fiscal Year 2011-2012 telecom rates, the switch to VoIP technology will result in a projected annual savings of approximately \$9,200 from the current PBX telecom system.

### **DISCUSSION:**

Currently the Public Works Department uses Stanislaus County's antiquated NEC PBX phone switches, which are approximately 20 years old and no longer supported by the manufacturer. The only sources of phone sets for the NEC are refurbished gray market vendors who produce devices of low quality. Although SBT staff does an excellent job of keeping the system functional, the dependability of the system is problematic. The system routinely malfunctions, causing delays in receiving and responding to customer concerns. The upkeep of the system requires constant surveillance.

Cisco VoIP is the County platform of choice. A Request for Proposal (RFP) was conducted to select a voice platform and approved by the Board of Supervisors in 2006. County SBT Telecommunications has made significant investments in a highly-available, full-featured VoIP infrastructure, involving multiple connections on the Public Switched Telephone Network, redundant voice gateways, call managers and voice mail servers at two sites interconnected by a high-speed data network.

The standard VoIP offering includes:

- Reduced support costs by carrying internal voice traffic on the County data network, reducing service provider costs for purely internal voice traffic;
- Reduced support costs for moves, adds and changes, since phone sets are managed programmatically and can be relocated by end-users;
- Integrated voice mail, paging, conference call, and advanced call accounting;
- Advanced system features such as corporate phone directories on the phone set, on-device call history and logs, speakerphone, standards-compliant headset support and support for call management and tracking via PC interface where desired;
- Advanced call routing, pickup groups, paging groups, ICD, integrated voice response, advanced call forwarding including the ability to log into a phone anywhere and have all calls automatically forwarded to that phone with all customizations in place;
- The ability for Public Works to leverage Stanislaus County VoIP telephone system;
- A more reliable and supported telecommunications solution than what is available through local carriers or the existing aged PBX system;
- A failover solution to ensure communications in times of an emergency; and
- Reduced monthly telecommunications recurring costs.

Approval to Purchase Network and Voice-Over Internet Telephone Equipment, Software and Services; and Approval to use Public Facility Fees of \$24,042 as Partial Funding for the Project

Growth in the County's need for phone services has dictated a new, sustainable standard for voice systems as the aging equipment has no upgrade path or continuing support options. VoIP is the County voice system of choice and is completely suited to the needs of the Public Works Department.

Total cost for the VoIP Installation for the Public Works Department is \$77,084. A request of \$24,042 was made to the Public Facility Fee Committee on October 20, 2011. The committee concurred that this project was a legitimate use of PFF funds.

**POLICY ISSUES:**

This action supports the Board's priority of Efficient Delivery of Public Services by providing the most cost effective and efficient solution for phone services.

**STAFFING IMPACT:**

There is no staffing impact associated with this item.

**CONTACT PERSON:**

Diane Haugh, Public Works Assistant Director. Telephone: 209-525-4100.

