



NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Gjestvang, Jon - Acting Chief Information Officer
Communications
REPORT BY: Serena Pearson, STAFF SERVICES ANALYST I , 707-259-8666
SUBJECT: Approve Agreement for AMS.NET telephone maintenance

RECOMMENDATION

Acting Chief Information Officer requests approval of and authorization for the Chair to sign an agreement with AMS.NET, Inc. for a maximum of \$20,000 for the term September 1, 2007 through June 30, 2008 for Voice over Internet Protocol (VoIP) telephone system maintenance and repair services.

EXECUTIVE SUMMARY

This is a maintenance agreement with AMS.NET to provide vital maintenance and repair services for the County's Voice over Internet Protocol (VoIP) Telephone system. These services cover both the software and hardware components of the system.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Communications
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This agreement provides vital maintenance and repair services for the County's VoIP telephone system.
Is the general fund affected?	Yes
Future fiscal impact:	VoIP support services will be an ongoing expense and will be budgeted accordingly in future years.
Consequences if not approved:	Vital telephone communications, including 24-hour phone service for the

Sheriff's and Corrections departments, would be suspended in the event of a breakdown.

Additional Information:

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

The County Voice over Internet Protocol (VoIP) telephone system is currently being operated in 27 departments, with the system processing an average of 15,000 calls per business day. Three more departments are to be added to this system within the current fiscal year. Once complete, the VoIP system will supply 90% of the County's telephone services.

On June 14, 2005, the Board approved Agreement No. 6449 with AMS.NET for Voice over Internet Protocol telephone system maintenance and repair services for a maximum of \$13,000. At that time the system was being operated in 13 departments across the County.

On July 11, 2006, the Board approved an amendment to the agreement for a new maximum of \$40,636 of which \$20,000 was for VoIP telephone system maintenance and repair services. At that time the system was being operated in 22 departments.

This new agreement is necessary to use the County's standard Professional Services Agreement and separate the maintenance and support services costs out of the old agreement which included purchasing the VoIP system from a different vendor.

VoIP is a critical communication system. If this system were to fail, certain operations would be suspended. It is crucial to have the proper maintenance and support available to the County.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Maiko Klieman