



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 5/21/2019

Agenda Placement: 6U

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

---

**TO:** Board of Supervisors

**FROM:** Jon Gjestvang - Chief Information Officer  
Information Technology Services

**REPORT BY:** Shawn Smith, Supervising Staff Services Analyst - 707.259.8665

**SUBJECT:** Amendment No. 1 to Agreement 190178B with U.S. TelePacific Corp (dba" TPx Communications)

---

### **RECOMMENDATION**

Chief Information Officer requests approval of and authorization for the Chair to sign Amendment No. 1 to Agreement No. 190178B with U.S. TelePacific Corporation (dba "TPX Communications") increasing the amount by \$163,500 for a new maximum of \$360,000 for telecommunications services with no change to the term of the agreement.

### **EXECUTIVE SUMMARY**

Due to the expansion of the County's voice over internet protocol (VoIP) network as well as incoming/outgoing calls associated with public safety and other critical services, the County sought vendor solutions to handle both capacity and isolated redundancy in instances of network failure. This is especially important for local public safety.

TPx Communications was selected in 2017 for both experience and early advancement in newer technologies for VoIP systems. Although implementing these newer technologies for the County's VoIP systems enables growth in call capacity and redundancy, there were unforeseen costs related to the need for additional site equipment and the initial exchange/porting of phone circuits from the current vendor to TPx. This makes it necessary to amend the agreement for the additional costs. Today's requested amendment increases the maximum compensation to address these costs.

TPx Communications Corporation is a local vendor.

### **FISCAL IMPACT**

---

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	No
What is the revenue source?	ITS Communications budget
Is it Mandatory or Discretionary?	Mandatory
Is the general fund affected?	Yes
Future fiscal impact:	The agreement will be included in the ITS Communication's telephony budget. The costs will be charged back to departments.
Consequences if not approved:	If the agreement is not approved, we will not have sufficient network redundancy.

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 has been using AT&T for telecommunications operations since its organization's inception. However, over the past decade, competition in the telecommunications services market has increased due to new technology in VoIP (voice over internet protocol) markets. Due to the expansion of the County's VoIP network as well as incoming/outgoing calls associated with Public Safety and other critical services, the County was looking for vendor solutions to handle both capacity and isolated redundancy in instances of network failure. This is especially important for areas of the Napa County Sheriff's Office and American Canyon Police and Fire departments.

TPX Communications was selected in 2017 for both experience and early advancement in VoIP technologies, such as SIP (Session Initiation Protocol) Trunking. SIP trunking enables the phone system to send and receive calls via the County network as opposed to via physical phone lines.

Although entering into SIP trunking technology for the County's infrastructure brought call capacity growth, there were unforeseen costs related to the addition of two SIP trunks as well as the initial exchange/porting of phone circuits from current vendor to TPx. These additional trunks created a redundancy and separation of phone circuits, specifically for 911 inbound and outbound calls, as well as priority Health and Human Services outreach programs. In summary, the SIP trunk services from TPX provide a more redundant and robust telephony network compared to our current vendor.

Today's requested amendment increases the current agreement's maximum compensation from \$65,500 to \$120,000 per year to address these increased telecommunications costs. There is no change to the agreement's three-year term.

TPX Communications Corporation is a local vendor. The company has a local office in Napa and corporate headquarters in Los Angeles, CA.

**SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi