



Agenda Date: 6/14/2005
Agenda Placement: 6H

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Bennett Wilson - Director of Information Technology Services
Communications
REPORT BY: Eric Parks, Communications Manager, 299-1300
SUBJECT: Agreement with AMS.NET

RECOMMENDATION

Communications Manager requests approval of and authorization for the Chair to sign an agreement with AMS.NET for the a maximum of \$13,000 for the term July 1, 2005 through June 30, 2006 for Voice over Internet Protocol (VoIP) telephone system maintenance and repair services.

EXECUTIVE SUMMARY

Under this agreement, AMS.NET will provide vital maintenance and repair services for the County's VoIP Telephone system with its associated software and hardware equipment.

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 Correction's departments, would be suspended in the event of a

system breakdown.

Additional Information: None

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 VoIP (Voice over Internet Protocol) telephone system is currently being operated in 13 county departments, with the system processing an average of 6,000 calls per business day. Three more departments are to be added to this system within the next three months. Once complete, the VoIP system will supply over half of the County's telephone services.

VoIP is a critical communication system. If this system were to fail, certain operations would be suspended. It is therefore imperative to have proper support/maintenance set up. AMS.NET is located in nearby Livermore and the County's experience with AMS.NET has been that they are timely, knowledgeable, courteous, and proactive.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Andrew Carey