



Agenda Date: 7/11/2006  
Agenda Placement: 6M

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors  
**FROM:** Jon Gjestvang for Ben Wilson - Director of Information Technology Services  
Communications  
**REPORT BY:** Gail Vandeburgt, Staff Services Analyst I, 707-259-8666  
**SUBJECT:** Amendment No. 1 to AMS.NET telephony maintenance agreement

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### **RECOMMENDATION**

Communications Manager requests approval of and authorization for the Chair to sign Amendment No. 1 to Agreement No. 6449 with AMS.NET increasing the amount by \$27,636 for a new maximum of \$40,636, extending the term through June 30, 2007 and amending the list of covered products for Voice over Internet Protocol (VoIP) telephone system maintenance and repair services.

### **EXECUTIVE SUMMARY**

This is a renewal of the maintenance agreement with AMS.NET to provide vital maintenance and repair services for the County's Voice over Internet Protocol (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 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 VoIP (Voice over Internet Protocol) telephone system is currently being operated in 22 departments, with the system processing an average of 10,000 calls per business day. Two more departments are to be added to this system within the next three months. Once complete, the VoIP system will supply 75% of the County's telephone services.

On June 14, 2005, the Board approved an agreement with AMS.NET for VoIP telephone system maintenance and repair services. At that time the system was being operated in 13 departments. AMS.NET, which is located in nearby Livermore, was selected as the County's VoIP provider in June 2003 as the result of a competitive Request for Proposals selection process.

VoIP is a critical communication system. If this system were to fail, certain operations would be suspended. It is therefore imperative to have proper maintenance and support available. The amendment adds funds and extends the term of the agreement through June 30, 2007, and modifies the list of covered products to include the equipment to service additional departments.

### **SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Karen Gratton