



Agenda Date: 8/8/2006
Agenda Placement: 6E

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Ben Wilson - Director of Information Technology Services
Communications
REPORT BY: Gail Vandeburgt, Staff Services Analyst I, 707-259-8666
SUBJECT: Agreement with American Telesource, Inc. for voice mail maintenance services

RECOMMENDATION

Communications Manager requests approval of and authorization for the Chair to sign an agreement with American Telesource, Inc. for a maximum of \$25,725 for the term April 1, 2006 through June 30, 2007 for voice mail maintenance and repair services.

EXECUTIVE SUMMARY

Under the proposed agreement, American Telesource, Inc. (ATI) will provide vital maintenance and repair services for software and hardware associated with the County's voice mail 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 voice mail system.
Is the general fund affected?	Yes
Future fiscal impact:	Voice mail support services will be an ongoing expense, and will be budgeted accordingly in future years.
Consequences if not approved:	Vital county-wide communications services, including 24-hour phone service for the Sheriff's Department, would be suspended in the event of a system

breakdown.

Additional Information:

ENVIRONMENTAL IMPACT

There is no Environmental Impact for this item.

BACKGROUND AND DISCUSSION

The County's voice mail system processes many essential telephone functions including voice mail, desktop fax, and other unified messaging operations. This system is used throughout the County, the Napa County Office of Education, and the Napa Valley Unified School District. The system also processes 24 hour phone services for the Sheriff's Office and Corrections Department.

A voice mail maintenance and repair agreement with American Telesource, Inc. (ATI) was approved by the Board on October 26, 2004 for the term July 1, 2004 through March 31, 2005. On March 31, 2005, the voice mail manufacturer ceased supporting the hardware and software. After researching options, the Communications Manager deemed that the current vendor, ATI, together with an upgraded voice mail platform offered the best desirable option. Functionality, cost, and a good-standing service relationship were driving forces in that choice. A yearly maintenance service was provided with the purchase of this upgraded hardware and software. Today's recommendation is for the continuance of that agreement that expired earlier this year.

If this system were to break down, many critical communication operations would be suspended. In this situation, timely response and system knowledge are essential. ATI is located in nearby Emeryville and the County's experience with ATI has been that they are timely, knowledgeable, courteous, and proactive. The proposed agreement provides for an automatic extension of one year at the end of each fiscal year unless either party desires to cancel the agreement.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Karen Gratton