

RESOLUTION NO. .

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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RESOLUTION AUTHORIZING AN AGREEMENT WITH VOX NETWORK SOLUTIONS TO PROVIDE MAINTENANCE, TECHNICAL SUPPORT, HARDWARE REPLACEMENT, AND AS-NEEDED SERVICES, FOR THE TERM OF JUNE 25, 2024 TO JUNE 24, 2027, IN AN AMOUNT NOT TO EXCEED \$750,000

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, the County of San Mateo, Information Services Department (ISD) provides telephone services to all County departments. The County's telephone infrastructure is currently hosted on a vintage Avaya Blue Private Branch Exchange (PBX) telephone system that hosts over 6,500 active telephones. ISD is in the process of implementing a modern Avaya Voice over IP (VoIP) solution to replace the Avaya Blue PBX telephone system; and

WHEREAS, until the new Avaya VoIP telephone system is in place, ongoing maintenance and operation of the Avaya Blue PBX telephone system infrastructure requires a support contract with an Avaya partner to provide maintenance, technical support, hardware replacement, and as-needed services; and

WHEREAS, on November 29, 2023, ISD issued a Request for Proposal (RFP) to identify one vendor with extensive technical experience and resources to maintain and support the Avaya Blue PBX telephone system infrastructure until all the County telephones have migrated to the new Avaya VoIP telephone system; and

WHEREAS, the proposal from Vox Network Solutions was identified as the most suitable for the County; and

WHEREAS, the parties wish to execute an agreement between the County and Vox Network Solutions to maintain and support the Avaya Blue PBX telephone system infrastructure, for the term of June 25, 2024 to June 24, 2027, in an amount not to exceed \$750,000; and

WHEREAS, this Board has been presented with the form of such agreement and has examined and approved it as to both form and content and desires to enter the agreement.

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board of Supervisors is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest to the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief Information Officer (CIO) or CIO's designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term of services is/are within the current or revised fiscal provisions.

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