



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 24-572

Board Meeting Date: 6/25/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Director/Chief Information Officer, Information Services Department
Subject: Authorize an agreement with Vox Network Solutions to provide maintenance, technical support, hardware replacement, and as-needed services

RECOMMENDATION:

Adopt a 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.

BACKGROUND: 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.

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.

On November 29, 2023, ISD issued a Request for Proposal (RFP) ISD-20241884 to identify one vendor with extensive technical experience and resources to maintain and support the current Avaya Blue PBX telephone system infrastructure until all the County telephones have migrated to the new Avaya VoIP telephone system.

DISCUSSION:

The County's Avaya Blue PBX telephone system has reached its end of life and runs on system hardware that is no longer produced by the manufacturer. To maintain and support this system over the next few years, ISD must maintain a support contract with an Avaya service partner with the required expertise and supply chain partners to source replacement hardware.

Vox Network Solutions, one of two respondents to the Maintenance and Technical Support Services for Avaya Blue PBX and Equipment RFP was selected as their proposal was identified as the most

suitable for the County. They also have extensive experience providing maintenance and technical support services to the Avaya Blue PBX telephone system. ISD is seeking approval from your Board to authorize an agreement with Vox Network Solutions to provide these services and maintain the operability of the County's Avaya Blue PBX telephone system until all County telephones have migrated to the new Avaya VoIP telephone system.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The County Attorney's Office has reviewed and approved the agreement and resolution as to both form and content.

Approval of this agreement will contribute to the performance measure by availability of key infrastructure.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Target
Availability of Key Infrastructure	99.90%	99.99%

FISCAL IMPACT:

The term of this agreement is from June 25, 2024 to June 24, 2027. The total not to exceed amount of this agreement is \$750,000 from multiple funding sources. Funding in the amount of \$704,679 for on-going maintenance and support services will from Information Services Department's annual budget appropriations and Core-IT service charges. Funding in the amount of \$45,321 for move/add/change services will come from billings to ISD customers requesting such services.