



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 22-852

Board Meeting Date: 11/1/2022

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Michael Wentworth, Chief Information Officer, Information Services Department  
**Subject:** **Measure K:** Agreement with ConvergeOne to Migrate to a Voice Over Internet Protocol (VoIP) Telephony Solution

### **RECOMMENDATION:**

Adopt a resolution authorizing an agreement with ConvergeOne, Inc. to provide professional services, hardware, software licensing, and maintenance required for the migration of the County's telephony environment to a Voice over Internet Protocol (VoIP) telephony solution for the term of November 1, 2022, through October 31, 2027, in an amount not to exceed \$8,555,557.40.

### **BACKGROUND:**

The County of San Mateo, Information Services Department operates the County's telephone infrastructure that supports the communication needs of 25 County departments and their clients.

On July 30th, 2021, the Information Services Department issued a Request for Proposals (RFP), RFP# ISD-20221848, seeking proposals for the acquisition of hardware, software licensing, maintenance, training, and professional services to migrate all County telephone users from the County's legacy telephone infrastructure to a VoIP solution.

Four RFP proposals were received and reviewed by a committee consisting of ISD staff. After an exhaustive analysis of each proposal, the solution presented by ConvergeOne Inc. more closely met the County's project requirements. The RFP process took a substantial amount of time due to the highly complex nature of the County's environment.

### **DISCUSSION:**

The Information Services Department (ISD) is managing the project to migrate all County telephony users from a legacy environment to the VoIP platform. The migration to VoIP is significant in terms of the County's technological modernization efforts because it allows the County to consolidate its telecommunications and data infrastructure, instead of using separate lines and switches for each mode of communication. VoIP connects phone, email, and other communication technologies together in a unified system which will enhance the ability of County staff to remain connected no

matter where they are located. The need to be efficiently connected is important to being able to support the County departments and those they serve.

Furthermore, this critical communications platform will allow the County to implement advance telephony functions and features countywide and position the County to provide services from a supportable and flexible platform for many years. ISD is seeking approval from your Board to execute an agreement with ConvergeOne, Inc. for this effort.

The not to exceed amount for the services described by Exhibit A to the Agreement are for services related to implementation by ISD. Other County departments may also utilize the terms and pricing as described in the Agreement, however, those contracts shall be executed by the individual department(s) and executed pursuant to the relevant County contract requirements.

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.

**PERFORMANCE MEASURE:**

Measure	FY 2021-22 Actual	FY 2022-23 Projected
Availability of Core IT Services (Datacenter, Network, Radio, and PBX) Remains Above Target	99.97%	99.99%

**FISCAL IMPACT:**

The term of this agreement is from November 1, 2022, through October 31, 2027. The not to exceed amount of this agreement is \$8,555,557.40 from multiple funding sources.

Funding in the amount of \$2,781,174 to upgrade the County's telephony solution will come from **Measure K** funds included in Information Services Department's FY 2022-23 Adopted Budget. Funding in the amount of \$2,618,123 to migrate Department telephony users to the VoIP solution will come from project reimbursements billed to County Departments. Funding in the amount of \$3,156,260.40 for four years of post-migration software licensing and maintenance costs will be collected through ISD annual service charges billed to County Departments in future fiscal years.