

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

508



**FROM:** Riverside County Information Technology

**SUBMITTAL DATE:**  
December 5, 2007

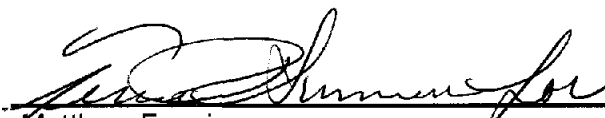
**SUBJECT: APPROVE THE SOLE SOURCE AGREEMENT FOR RCITS UPGRADE WITH TELESOFT INC., FOR TELEPHONE UPGRADE EQUIPMENT AND SERVICES**

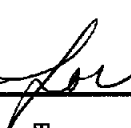
**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Receive and file notice of the proposed purchase of the telephone management software and hardware upgrade without securing competitive bids in accordance with Ordinance 459.4 in the amount of \$102,116 from Telesoft, Inc., pursuant to the Purchasing Agent awarding the contract; and Direct the Clerk of the Board to return one (1) original signed copy to Purchasing and Fleet Services.

**BACKGROUND:** Riverside County Information Technology (RCIT) uses Telesoft software to manage telephone services provided to County Departments. The system tracks telephone counts, public network usage, and performs the billing. The system has been in place since 1998 and the hardware upon which it operates is no longer supported by the vendor. The upgrade will replace end-of-life equipment and upgrade the billing software which will provide for various billing and summary reports that currently are not available.

(Continued on Page 2)

  
 Matthew Frymire  
 Chief Information Officer

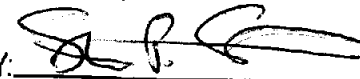
  
 Teresa P. Summers

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 102,116	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	07/08

<b>SOURCE OF FUNDS:</b> RCIT Budget	<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
	<b>Requires 4/5 Vote</b>	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

**APPROVE**

BY:   
 Steve P. Schubert

**County Executive Office Signature**

Dept't Recomm.:  Consent  Policy   
 Per Exec. Ofc.:  Consent  Policy

**Prev. Agn. Ref.:**

**District:**

**Agenda Number:**

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

**3.21**

FORM APPROVED COUNTY COUNSEL  
 BY:   
 NEAL R. KIPNIS  
 DATE: \_\_\_\_\_  
 Departmental Concurrence  
 Purchasing:   
 Mark Seller, Assistant Director

**BOARD OF SUPERVISORS**

**FORM 11: APPROVE THE SOLE SOURCE AGREEMENT FOR RCITS UPGRADE WITH  
TELESOFT INC., FOR TELEPHONE UPGRADE EQUIPMENT AND SERVICES**

**PAGE 2**

**BACKGROUND (Continued)**

The current Micropolls (a call data gathering mechanism) have operating systems that are no longer supported and are very vulnerable to failures. In addition, Telesoft still refers to Rifmis Cost Centers instead of the current County Peoplesoft system of department accounting numbers, which makes cross-referencing extremely time consuming.

The Purchasing Department, on behalf of RCIT, solicited competitive bids for Telephone Billing System RFP #96761 in April 1998. A Request for Proposal was mailed to all known vendors. Purchasing received four responses with proposals ranging from \$177,000 to \$402,000 for the implementation of a telephone billing system. The Telesoft Inc. proposal was the lowest responsive/responsible bidder.

**PRICE REASONABLENESS**

The Telesoft billing system, which was implemented in 1998, has provided RCIT a stable billing platform for 9 years. Bringing a new telephone billing system to the County would require the replacement of various equipment throughout the county. This would not be as cost effective as upgrading the existing system. It is recommended that the upgrade be sole sourced to Telesoft as they are proprietary software for the development and support of their billing system.

Pricing provided by Telesoft Inc. has been significantly discounted by \$44,000 less than what they would provide to a comparable customer.

RCIT did a market comparison to obtain a new telephone billing system from another vendor. The base cost of replacing just the software, not including transitioning data, and setting up the new data collection system was over \$270,000. Upgrading the current system was more cost effective.

**REVIEW/APPROVAL**

Purchasing concurs with this request.