

964

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



FROM: Riverside County Information Technology

SUBMITTAL DATE:
July 7, 2008

**SUBJECT: APPROVE THE SOLE SOURCE WITH AASTRA USA INC., FOR SOLIDUS
ECARE TRAINING**

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receives and files notice of the proposed purchase of software training, without securing competitive bids, in accordance with Ordinance 459.4, in the amount of \$40,000.00, to Aastra USA Inc. pursuant to the Purchasing Agent approving this purchase on the behalf of the County.

BACKGROUND: Information Technology requires the proprietary software training developed and provided by Aastra USA Inc. to train key staff on the new Solidus eCare product replacing end of life product Ericsson Call Center Manager (ECCM).

Greg Stoddard
 Matthew W. Frymire GREG R. STODDARD
 Chief Information Officer CIO

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 40,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	08/09

SOURCE OF FUNDS: RCIT - Dept ID 7400100000	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: APPROVE

BY: *Elizabeth J. Olson*
 County Executive Office Signature Elizabeth J. Olson

- Consent
- Policy
- Consent
- Policy

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

Departmental Concurrence

Purchasing: *Mark Seller*
 Mark Seller, Assistant Director

BACKGROUND: (Continued)

Information Technology provides desktop and application support for Call Center applications used by County Departments as a customer service tool to ensure County constituents are serviced in a timely manner by monitoring call center activity and level of staffing to answer those calls. Call Center application also provides reports to Department Managers of the call volume and efficiency of their staff. Information Technology hosts this software for the County and is preparing to upgrade the end of life ECCM to the new Solidus eCare product which in addition will increase the Call Center's capabilities and reporting tools.

This is proprietary software training developed and provided by Aastra USA Inc./Ericsson on their new Solidus eCare product Information Technology is upgrading to and cannot support the new Solidus eCare software until they are trained.

Price Reasonableness:

Aastra USA Inc. shall provide custom training for the County's current software environment emphasizing successful implementation of the proprietary software. Providing customized on-site and implementation training services for the County's Solidus eCare software product saves the County the associated traveling costs, having Aastra USA Inc. come to the County's site. Aastra USA Inc. has offered the County their best rates that have been offered to other government entities at a 20% savings over other customers. This is a competitive market rate for 10 days of customized training and implementation services of Information Technology staff.



RIVERSIDE
COUNTY
INFORMATION
TECHNOLOGY

We help make Riverside County run.

Matthew W. Frymire
Chief Information Officer

Memorandum

To: Board of Supervisors

Date: 06/30/2008

Via: Billy Cornett, Purchasing Manager

From: Matt Frymire, CIO

Subject: Sole Source Procurement; Request for formalized training on the new Call Center software Solidus eCare to replace the old Ericsson CCM which we are replacing in July 2008.

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

1. **Supply/Service being requested:** Formal and custom onsite training for the new Solidus e Care product.
2. **Supplier being requested:** Aastra USA Inc. (formally Ericsson's Enterprise Communication Business).
3. **Alternative suppliers that can or might be able to provide supply/service:** None. The software training is proprietary to Aastra USA Inc./Ericsson.
4. **Extent of market search conducted:** None. Proprietary software training developed and provided by Aastra USA Inc./Ericsson.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** Proprietary software training developed and provided by Aastra USA Inc./Ericsson on their new Solidus eCare product RCIT is upgrading to and cannot implement or use the new Solidus eCare software until they are trained.
6. **Reasons why my department requires these unique features and what benefit will accrue to the county:** RCIT provides desktop and application support for Call Center applications that we provide to all departments using Ericsson Call Center Manager software. The Call Center software provides customer services tool to make sure County residence are serviced in a timely manner by monitoring call center activity and level of staffing to answer those calls. Provides reports to Department Managers of the call volume and efficiency of staff

PAGE 2
SOLE SOURCE PROCUREMENT

- 7. **Price Reasonableness:** The software manufacturer (Aastra USA Inc./Ericsson) is the only company that provides training for their custom product and held normally training is held in either Plano Texas or in Sweden (Europe). By conducting training on site Information Technology will save approximately \$23,600 dollars on travel and training costs associated with completing this class at either Aastra USA Inc./Ericsson facilities.

- 8. **Does moving forward on this product or service further obligate the county to future similar contractual arrangements?** No, this is one time cost.

Mary R. Pfalder 7-JUL-08
Department Head Signature Date

Purchasing Department Comments:

Approve Approve with Condition/s Disapprove

Billy Cornett, Purchasing Manager Date