

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



ITEM
3.35
(ID # 4115)

MEETING DATE:

Tuesday, May 23, 2017

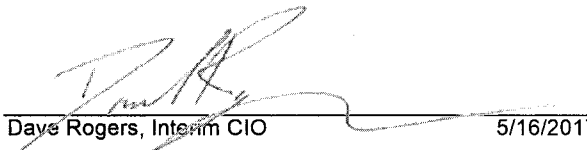
FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY:

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approve the Annual Subscription and Software Maintenance Renewal for Proprietary Telephone Invoicing/Inventory Management with Telesoft Corporation for five (5) years. [All Districts]; [\$249,860 total, 100% RCIT Operating Budget/ISF]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and authorize the Purchasing Agent to issue a purchase order with Telesoft Corporation for software subscription and maintenance services in the annual amount of \$42,772, from April 1, 2017 through March 31, 2022, renewable annually; and;
2. Approve a one-time purchase of additional three blocks of 10,000 extensions for \$36,000; and;
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise the annual renewal options for the software maintenance, based on the availability of funding, and increase the compensation provisions that do not exceed the annual CPI rates.

ACTION:


Dave Rogers, Interim CIO

5/16/2017

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Tavaglione, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley
Nays: None
Absent: None
Date: May 23, 2017
xc: RCIT, Purchasing

Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 46,694	\$ 42,772	\$ 249,860	\$ 42,772
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% RCIT Operating Funds			Budget Adjustment:	No
			For Fiscal Year:	
			16/17-21/22	

C.E.O. RECOMMENDATION: Approve.

BACKGROUND:

Summary

The request before the Board is for the annual subscription and software maintenance renewal for proprietary telephone invoicing/inventory management with Telesoft Corporation.

The Telesoft telephone infrastructure inventory management and billing system has supported the County's telephone operations since 1998 and continues to provide RCIT with a stable telephone environment.

On May 6, 2014 Minute Order 3-15; the Board of Supervisors approved the Purchasing Agent to continue using Telesoft for maintenance and support of this system.

The Telesoft system is the repository for all existing telephone infrastructure equipment, phone lines and data circuits supporting the current Voice over Internet Protocol (VoIP) telephone system in place today. It will also support the inventory and billing of cell phones included in the consolidation. The system is used to track all phone lines, data circuits, public network usages and performs billing for that use. The requested annual renewal is for the software maintenance that supports the Telesoft application (\$41,182) and the Center for Communications Management Information (CCMI) Rate Table Tariff Subscription (\$1,590) that is used to bill customers for call usage. This billing subscription provides for automated billing; without this subscription manual billing would be labor intensive.

The Telesoft Corporation is the sole provider of Telesoft system maintenance services; there are no distributors authorized to provide the software maintenance. Only Telesoft products and modules can be installed in the Telesoft environment. To convert to another telephone asset, inventory and billing system would result in significant cost increases related to development and implementation of a new system.

The one-time purchase of additional three blocks of 10,000 extensions will allow the County to continue operations as needed.

Impact on Residents and Businesses

There is no negative impact on residents or businesses within the County of Riverside.

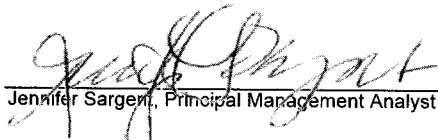
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**SUPPLEMENTAL:
Additional Fiscal Information**

Description	FY 16/17	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22
One Time Cost:						
Addition of 3 blocks of 10,000 extensions	\$36,000	\$0	\$0	\$0	\$0	\$0
Ongoing Cost:						
Annual Software Maintenance	\$10,296	\$41,182	\$41,182	\$41,182	\$41,182	\$30,886
Annual CCMI rate table tariff subscription	\$398	\$1,590	\$1,590	\$1,590	\$1,590	\$1,192
Total	\$46,694	\$42,772	\$42,772	\$42,772	\$42,772	\$32,058

Contract History and Price Reasonableness

The Purchasing Department, on behalf of RCIT, solicited competitive bids for the Telephone Billing System RFP #96761 in April of 1998. A Request for Proposal was mailed to all known vendors, and Purchasing received four (4) responses with proposals ranging from \$177,000 to \$402,000 for the implementation of a telephone billing system; Telesoft Corporation was the lowest responsive/responsible bidder. The County has continued to renew the subscription and maintenance services with Telesoft in order to sustain the existing telephone infrastructure. Ongoing costs have reduced from \$47,573 annually to \$42,772.


Jennifer Sargent, Principal Management Analyst

5/16/2017


Teresa Summers, Assistant Director of Purchasing

5/16/2017


Steve Reneker, Chief Information Officer

4/19/2017