

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



ITEM: 15.1
(ID # 21114)

MEETING DATE:
Tuesday, February 28, 2023

FROM : (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Ratification and Approval of Amendment No. 1 to the Voiceshield Satellite Communication Maintenance and Support Service Agreement with Disaster Recovery Center, Inc. dba Teleira, for monthly subscription of Voiceshield Satellite Communication, Maintenance and Support Services, All Districts, [Total (Amendment) Cost \$99,215, Total Contract Cost \$309,935, up to \$30,994 in additional compensation] – 100% Hospital Enterprise Fund- 40050

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve Amendment No. 1 to the Voiceshield Satellite Communication Maintenance and Support Service Agreement with Disaster Recovery Center, Inc. dba Teleira, for monthly subscription of Voiceshield Satellite Communication, Maintenance and Support Services to increase the total contract amount by \$99,215 from \$210,720 to \$309,935, effective through the current termination date of June 30, 2024, and authorize the Chair of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments that exercise the options of the agreement including modifications to Exhibit A and Exhibit B that stay within the intent of the Agreement; (b) sign amendments to the compensation provisions that do not exceed ten percent (10%) of the total contract cost.

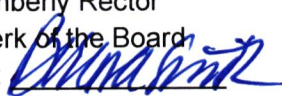
ACTION:Policy


Jennifer Crutcher, Chief Executive Officer - Health System 1/31/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, and Gutierrez
Nays: None
Absent: Perez
Date: February 28, 2023
xc: RUHS-Medical Center

Kimberly Rector
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 65,999	\$ 33,216	\$ 99,215	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: Hospital Enterprise Fund 40050			Budget Adjustment: No	
			For Fiscal Year: 22/23-23/24	

C.E.O. RECOMMENDATION: Approve.

BACKGROUND:

Summary

The requested Board action will approve Amendment No. 1 to the Voiceshield Satellite Communication Maintenance and Support Service Agreement with Disaster Recovery Center, Inc. dba Teleira to extend Teleira Downtime phones to the Medical and Surgical Center as well as upgrade downtime phones at switchboard (operators), Emergency Room and the Security Operations Center.

This service will extend availability while the satellite is up and running, preventing extended periods of downtime. This is a standalone system that does not integrate with Telco Lines or Network. The system is currently using generator power. During an outage, if standard Telco lines or Network become unavailable, the downtime phones will still be live.

When the Cisco system is down and staff need to use the downtime phones, areas that take multiple incoming phone calls require more than one line to process calls. The upgrade will allow for larger phones so we can add up to 3 additional incoming lines into the system, the current system only allows for answering one call at a time.

Impact on Residents and Businesses

This satellite communications service ensures RUHS will have continuity of communications with other hospitals during a health/medical disaster, whether man-made or natural.

Additional Fiscal Information

The table below illustrates the budgeted amount per fiscal year.

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STATE OF CALIFORNIA**

Description:	Year 1 6/30/22-6/30/23	Year 2 6/30/23-6/30/24	
Extend downtime phones to MSC Subscription total: \$2,277.00/month	\$27,324	\$27,324	
One-Time implementation charge: (installation, hardware, shipping, ect)	\$23,094		
Grand total for MSC Extension			\$77,742.00
Upgrade downtime Phones at MC Subscription total: \$491.00/month	\$5,892	\$5,892	
One-Time implementation charge: (installation, hardware, shipping, ect)	\$9,689		
Grand total for MC upgrade			\$21,473
Service Agreement Total:	\$65,999	\$33,216	<u>\$99,215</u>

Contract History and Price Reasonableness

On September 9, 2014, Agenda Item 3-78, the Board of Supervisors approved the award for RFP #HSARC-279 for Satellite Communications System for Riverside County hospitals; via competitive bidding process, with one bid response received from Teleira Resilient Communications. Additionally, under Agenda Item 3-78, the board approved the sole source (SSJ number 15-173).

On December 6, 2016, Agenda Item 3.27, the Board of Supervisors approved the sole source (SSJ number 17-146) and purchase of two (2) Satellite Communication Systems from Teleira Resilient Communications for a maximum total of \$30,000.

Teleira provides a redundant communications system that allows County's existing phone system and internet to switch to the satellite system automatically if the regular system experiences an outage. The satellite phone system is designed specifically to provide communication redundancy to ensure that business continuity, rapid response capability and disaster recovery are not interrupted due to a communications failure.

This Amendment No. 1 will extend Teleira Downtime phones to the Medical and Surgical Center as well as upgrade downtime phones at switchboard (operators), Emergency Room and the Security Operations Center.

Board approval of this Amendment is required as it exceeds prior board approval amounts and exceeds the authority delegated to the purchasing agent to sign amendments to the compensation provisions.

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

ATTACHMENTS: AMENDMENT NO. 1 TO THE VOICESHIELD SATELLITE
COMMUNICATION MAINTENANCE AND SUPPORT SERVICE AGREEMENT

SSJ NO. 21-019A - AMENDMENT



Suzanna Hackley, Assistant Director of Purchasing and Fleet Service

2/1/2023



Steven Atkeson

2/20/2023



Gregg Gu, Chief Deputy County Counsel

2/2/2023

COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE VOICESHIELD SATELLITE COMMUNICATION
MAINTENANCE AND SUPPORT SERVICE AGREEMENT
WITH
DISASTER RECOVERY CENTER, INC. DBA TELEIRA

Original Contract Term:	07/01/2020 through 06/30/2024
Effective Date of Amendment:	07/01/2022
Original Annual Maximum Contract Amount:	\$52,680
Original Maximum Contract Amount:	\$210,720
Amended Maximum Contract Amount:	\$309,935
Contract ID:	

This Amendment No. 1 to the Voiceshield Satellite Communication Maintenance and Support Service Agreement is entered into by and between County of Riverside, a political subdivision of the state of California on behalf of its Riverside University Health System (COUNTY) and Disaster Recovery Center, Inc. DBA Teleira, a Delaware corporation (CONTRACTOR). COUNTY and CONTRACTOR may be referred to collectively as the "Parties" and or individually as a "Party."

WHEREAS, COUNTY and CONTRACTOR entered into that certain Voiceshield Satellite Communication Maintenance and Support Service Agreement, executed July 14, 2020 and effective July 1, 2020, Agenda Item 15.3, (the "Agreement"); and

WHEREAS, the Parties now desire to amend the Agreement to extend Teleira Downtime Phones over to the Medical and Surgical Center and upgrade Downtime Phones at switchboard (operators), Emergency Room and the Security Operations Center, per Exhibit B attached, and increase the annual maximum compensation.

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties agree to Amend the Agreement as follows:

1. The above recitals are true and correct, and are incorporated herein by reference.
2. **Exhibit B**, attached hereto and incorporated by reference, is hereby added to the Agreement for pricing for VoiceShield Satellite monthly subscription, hardware, and installation.
3. **Section 3. Compensation**, second sentence only, is hereby modified to read as follows, "Maximum payments by COUNTY to CONTRACTOR shall not exceed three hundred nine thousand nine hundred thirty-five (\$309,935) including all expenses."
4. Capitalized Terms/Amendment to Prevail. Unless defined herein or the context requires otherwise, all capitalized terms herein shall have the meaning defined in the Agreement, as heretofore amended. The provisions of this First Amendment shall prevail over any inconsistency or conflicting provisions of the Agreement, as heretofore amended, and shall supplement the remaining provisions thereof.
5. Miscellaneous. Except as amended or modified herein, all the terms of the

COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE VOICESHIELD SATELLITE COMMUNICATION
MAINTENANCE AND SUPPORT SERVICE AGREEMENT
WITH
DISASTER RECOVERY CENTER, INC. DBA TELEIRA

Agreement shall remain in full force and effect and shall apply with the same force and effect.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: 
Chair
Board of Supervisors

KEVIN JEFFRIES

Dated: 2/28/23

Disaster Recovery Center, Inc. dba
Teleira, a Delaware corporation

By: KanaMarie Poulson
KanaMarie Poulson
V.P. of Operations

Dated: Dec 19, 2022

ATTEST:

KIMBERLY A. RECTOR
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:
County Counsel

By: Esen Sainz
Esen Sainz
Deputy County Counsel



VoiceShield Satellite

Teleira
14901 S Heritagecrest Way, Suite B
Bluffdale, UT 84065

www.teleira.com

Date: November 18, 2022
Prepared By: John Gifford
Contact Info: 888-803-9393 (O)
801-865-7000 (M)
johnhg@teleira.com

EXHIBIT B: Additional Services Quote

Term of Agreement: co-terminus with current agreement
Frequency of Payments: Monthly

Quote Expires: December 18, 2022

Customer:

Brenda Mason
Medical Center - MSC Building
Riverside University Health System

Service Address:

26600 Cactus Avenue
Moreno Valley, CA 92555

Customer Initial _____

Billing Address:

26520 Cactus Avenue
Moreno Valley, CA 92555
Billing email: RUHS_IS_BUSINESS_OFFICE@RUHealth.org

Customer Initial _____

VoiceShield Satellite - Monthly Subscription

Qty	Item Num	Lines	Product	Charge	Total
1	SAT100	100	VoiceShield Satellite (96 Lines 4 NIC)	\$2,100	\$2,100
5	INCACSS		Included Access Numbers	\$0	\$0
2000	INCMINTX		Included Minutes or Texts*	\$0	\$0
96	RDACCESS		Additional access	\$5	\$480
96	E911		E911†	\$3	\$288
1	TERM3Y		Special Discount 30%	30%	\$(860)
1	SUPGOLD		Support Plan Gold - \$269 per month‡	\$269	\$269
Monthly Subscription Total					\$2,277

Notes: The following are included with a VoiceShield Annual Contract:

VoiceShield - Web Call Controller™

VoiceCast Emergency Notification System™

Includes 2-100' RG-6 dual coax cable and installation of wall or non-penetrating roof mount.

* Additional voice minutes billed at \$0.05 per minute. Additional SMS/text billed at \$0.11 per minute/message segment.

* Data includes 1GB/mo. Data overages are \$20 per 1GB

† See <https://teleira.com/e911-disclaimer>

‡ Teleira Support Plans can be found at www.teleira.com/support-plans

One-Time Charges

Setup, Installation and Training

Qty	Item Num	Product	Charge	Total
1	SIT-SAT100	VoiceShield Satellite	\$3,000	\$3,000

Hardware (inc. shipping and installation)

Qty	Item Num	Product	Charge	Total
1	TRIAD0	TRIAD w/ No PRI card	\$4,980	\$4,980
1	DISHA	Dish Antenna	\$800	\$800
1	VEGA3050G X2	FXS Gateway 50 port (x2)	\$7,878	\$7,878
96	REDDSK	Desk Red Phone	\$41	\$3,936
10	4LINEDESK	4 Line Desk Phone	\$250	\$2,500

Estimated One-Time Charges Total **\$23,094**



VoiceShield Satellite

Teleira
 14901 S Heritagecrest Way, Suite B
 Bluffdale, UT 84065

www.teleira.com

Date: September 30, 2022
 Prepared By: John Gifford
 Contact Info: 888-803-9393 (O)
 801-865-7000 (M)
 johng@teleira.com

EXHIBIT B: Additional Services Quote

Term of Agreement: co-terminus with the current agreement
 Frequency of Payments: Monthly

Customer:
 Brenda Mason
 Medical Center
 Riverside University Health System
Service Address:
 26520 Cactus Avenue
 Moreno Valley, CA 92555
 Customer Initial _____

Quote Expires: November 30, 2022

Billing Address:
 26520 Cactus Avenue
 Moreno Valley, CA 92555
 Billing email: RUHS_IS_BUSINESS_OFFICE@RUHealth.org
 Customer Initial _____

VoiceShield Satellite - Monthly Subscription

Qty	Item Num	Lines	Product	Charge	Total
1	UPGSAT150	150	Upgrade to SAT150	\$525	\$525
22	E911		E911 association per red phone access number*	\$3	\$66
22	RDACCESS		Red Phone Access Numbers	\$5	\$110
1	TERM3Y		Special Discount 30%	30%	\$(210)
Monthly Subscription Total					\$491

Notes:

* See <https://teleira.com/e911-disclaimer>

One-Time Charges

Setup, Installation and Training

Qty	Item Num	Product	Charge	Total
1	SIT-SAT50	VoiceShield Satellite	\$3,000	\$3,000

Hardware (inc. shipping and installation)

Qty	Item Num	Product	Charge	Total
1	QUADNIC	Additional (quad) NIC card for expansion at Main	\$0	\$0
1	VEGA3050G	FXS Gateway 50 port	\$3,939	\$3,939
11	4LINEDESK	4 Line Desk Phone	\$250	\$2,750
Estimated One-Time Charges Total				\$9,689









Teleira Amendment No. 1 Exhibit B (Exhibit B attached).

Final Audit Report

2022-12-20

Created:	2022-12-19
By:	Jose Curiel (jo.curiel@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAUgqN4mqp4JcYlrvZ-B2yo4943sj50xE

"Teleira Amendment No. 1 Exhibit B (Exhibit B attached)." History

-  Document created by Jose Curiel (jo.curiel@ruhealth.org)
2022-12-19 - 5:06:23 PM GMT
-  Document emailed to KanaMarie Poulson (kp@teleira.com) for signature
2022-12-19 - 5:08:26 PM GMT
-  Email viewed by KanaMarie Poulson (kp@teleira.com)
2022-12-19 - 10:53:36 PM GMT
-  Document e-signed by KanaMarie Poulson (kp@teleira.com)
Signature Date: 2022-12-19 - 11:22:52 PM GMT - Time Source: server
-  Document emailed to Esen Sainz (esainz@rivco.org) for signature
2022-12-19 - 11:22:53 PM GMT
-  Email viewed by Esen Sainz (esainz@rivco.org)
2022-12-20 - 2:14:19 AM GMT
-  Document e-signed by Esen Sainz (esainz@rivco.org)
Signature Date: 2022-12-20 - 2:14:44 AM GMT - Time Source: server
-  Agreement completed.
2022-12-20 - 2:14:44 AM GMT

Adilene Godines

From: Sole Source, Purchasing <psourcesource@RIVCO.ORG>
Sent: Thursday, January 19, 2023 5:52 PM
To: Adilene Godines; Sole Source, Purchasing
Cc: Amparo Quintero
Subject: RE: Request to amend SSJ #21-019 approved on 06/25/2020: Disaster Recovery Center, Inc. dba Teleira

Good evening,

Please utilize this email as your approval to amend SSJ21-019 as requested below. Your new reference number is 21-019A

From: Adilene Godines <a.godines@ruhealth.org>
Sent: Tuesday, December 20, 2022 4:15 PM
To: Sole Source, Purchasing <psourcesource@RIVCO.ORG>
Subject: Request to amend SSJ #21-019 approved on 06/25/2020: Disaster Recovery Center, Inc. dba Teleira

Good Afternoon,

Please see request to amend SSJ #21-019 approved on 06/25/2020 below.

Justification for Amended SSJ:

Amendment No. 1 will be issued to extend Teleira Downtime phones to the Medical and Surgical Center as well as upgrade downtime phones at switchboard (operators), Emergency Room and the Security Operations Center.

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Grand total for MSC Extension			\$77,742.00
Upgrade downtime Phones at MC Subscription total: \$491.00/month	\$5,892	\$5,892	
One-Time implementation charge: (installation, hardware, shipping, ect)	\$9,689		
Grand total for MC upgrade			\$21,473
Service Agreement Total:	\$65,999	\$33,216	\$99,215

A form 11 has been prepared to process this amendment.

I have included the following attachments for reference:

- Previously approved SSJ (**Disaster Recovery Center Inc, dba Teleira SSJ# 21-019**)
- **Teleira Amendment No.1 - signed** (signed by vendor and County Counsel)
- Original Agreement & BOS approval (**BOS_15.3_Teleira_7.14.20**)
- **Teleira Form 11** for Amendment No. 1

If additional information is required from my end, please let me know.

Thank you,

Adilene Godines
 Procurement Contract Specialist
 Central Purchasing Liason to RUHS



HEALTH SYSTEM 7888 Mission Grove Parkway South, Suite 100
 Riverside, CA 92508
 Office: (951) 486-5503
 Cell: (951) 470-4232
 Email: a.godines@RUHealth.org;
agodines@rivco.org
 Submit invoices to: AP@RUHealth.org

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County of Riverside California

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Cc: Amparo Quintero
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Thank you,

Adilene Godines
Procurement Contract Specialist
Central Purchasing Liason to RUHS

 **Riverside University**
HEALTH SYSTEM 7888 Mission Grove Parkway South, Suite 100

Riverside, CA 92508

Office: (951) 486-5503

Cell: (951) 470-4232

Email: a.godines@RUHealth.org;

agodines@rivco.org

Submit invoices to: AP@RUHealth.org

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County of Riverside California