



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 11/7/2023

To: Sonoma County Board of Supervisors

Department or Agency Name(s): Information Systems

Staff Name and Phone Number: Ben Toyoda 565-2713

Vote Requirement: Majority

Supervisorial District(s): Countywide

Title:

Managed Services Supplier for Voice and Data Network

Recommended Action:

Authorize the Information Systems Director or designee to execute professional services agreements with Presidio, LLC for management and support of the County's integrated voice and data network for a one-year term ending January 14, 2025 for an amount not to exceed \$713,433 annually (\$213,433 in base services and \$500,000 for as needed Elective Change Services), with two options to extend for an additional year with the amount not to exceed \$713,433 annually.

Executive Summary:

The Information Systems Department provides telecommunications services to more than 4,000 users on a Voice over Internet Protocol (VoIP) system that is currently supported by an outside vendor. The system provides voicemail services integrated with email, video conferencing, real-time chat, and other services.

When the County transitioned from a full vendor-managed traditional telephony system to Voice Over Internet Protocol (VoIP) communications in 2013, the Information Systems Department integrated support for communications into the department's existing service delivery model. At that time, the Board authorized the Information Systems Department to contract with an outside vendor for managed services and support including remote monitoring, engineering and operational support, configuration backup management, system upgrades, device and application changes, and modifications as needed.

The proposed contract ensures effective monitoring and timely responsiveness to meet communications needs as they arise. Additionally, engaging with specialized technical staff holding manufacturer certifications for the communications systems ensures that any lapses in coverage or unforeseen complications are handled professionally and efficiently, resulting in consistent services to our County customers.

Discussion:

The Information Systems Department purchased and implemented a telecommunications system in October 2013 comprised of multiple integrated software products from Cisco Systems and partner vendors. The features included in the telecommunications system include:

- Voicemail integration with email
- Presence (the graphic ability to see if someone is available, in a meeting, status, etc.)
- Real-time chat (a live conversation on a computer)
- Single number reach (the ability for users to provide one phone number and be reached on whichever device)
- Extension of County phone functions to mobile devices (increased worker mobility)
- Desktop screen sharing (facilitating increased collaboration and involvement)
- One-to-one video conferencing (enhanced communication and mobility tools)
- Emergency responder automation and notification services
- Enhanced call center functionality and reporting, performance indicators, and call recording
- Configurable callerID (sends either the calling extension or a main departmental number)
- Paging broadcasts to a predefined group of phones

In October 2013, the County entered into an agreement with Nexus IS, Inc. for the procurement, installation, implementation, and management of the Cisco Unified Communications Management System. In April 2014, Dimension Data purchased Nexus IS and assumed the responsibilities in the existing contract. Several amendments and extensions have been authorized extending the agreement with Dimension Data through February 2019. The most recent 6-month extension, approved by the Board on August 14, 2018, provided the Information Systems Department time to complete a Request for Proposals.

In June 2018 a Request for Proposals (RFP) was issued seeking a managed services supplier for the County's Cisco Unified Communications Management System to replace the current contract which expired February 17, 2019. The Information Systems Department received six proposals from qualified vendors. The monthly service costs, including first-year onboarding, ranged from \$301,420 to \$822,923. Based on the evaluation criteria listed below, the rating panel recommended that we enter into an agreement with Presidio Networked Solutions Group based upon:

- Demonstrated ability to perform the services as described including but not limited to:
 - Remote monitoring system
 - Ticket management
 - Major upgrades and patch releases
 - Third-party support
 - Reporting
- Current manufacturer-certified technicians
- Ability to provide daily operation support and service desk support
- Ability to follow directions/provide requested information in their proposal
- Costs relative to the scope of services
- Willingness to accept the County's contract terms.

The resulting agreement from the 2018 solicitation was a three year agreement (January 17, 2019 to January 16, 2022) for an amount not to exceed \$1,597,648, which included two extension for one year each for an amount not to exceed \$550,000.

In 2023, the Information Systems Department initiated a new RFP solicitation for voice and data network services. As the scope of these services is specific, the solicitation received two bids after our Question and Answer period and before the close date. The evaluation panel included two raters from within the Information Systems Department and a third rater from the Human Services Department. The evaluation team based their ratings on the general criteria provided by Purchasing: Written Proposal, Functional Requirements Cost, Supplier Interviews, Reference Checks, and Experience, Qualifications, and Expertise. The results of this solicitation found that our existing supplier was again the best option to meet the needs of the County and was substantially more cost effective than the rest of the bidders. The requested contract provides continued services from Presidio, including daily operational support and service desk support of routine changes and incidents for all elements related to the telephony services. In addition to routine matters, the contract also includes engineering support and troubleshooting, configuration of existing components, adding or replacing of hardware components and transition management from the existing supplier. Elective Services will be used for a number of services that will not be included as part of a standard baseline service provided by the Managed Services Provider (MSP). This may include services such as major version upgrades, implementation of new features, training, and projects. The Elective Services may be utilized for the duration of the first year contract as well as the two one-year extensions if exercised.

Strategic Plan:

This item directly supports the County’s Five-year Strategic Plan and is aligned with the following pillar, goal, and objective.

Pillar: Resilient Infrastructure

Goal: Goal 1: Invest in County buildings and technology to enhance service delivery and improve employee mobility

Objective: Objective 1: Strengthen critical communications infrastructure, interoperability, and information technology tools relied upon during disasters.

Racial Equity:

Was this item identified as an opportunity to apply the Racial Equity Toolkit?

No

NA

Prior Board Actions:

December 4, 2018 - Item #12 - Board Authorized the Information Systems Department Director to execute a professional services agreement with Presidio Networked Solutions Group for management and support of the County’s integrated voice and data network for a period of January 17, 2019 to January 16, 2022, with two extension years.

August 14, 2018 - Item #32 - Board authorized the Information Systems Department Director to extend an existing professional services agreement with Dimension Data, Inc. for the daily operational support of the County’s unified communications telephony system for a period of August 18, 2018 to February 17, 2019.

August 15, 2017 - Item #8 - Board authorized the Director of the Information Systems Department to execute a

Professional Services Agreement with Dimension Data for the daily operational support of the County’s unified communications telephony system for a period of August 18, 2017 to August 17, 2018.

March 1, 2016 - Item #15 - Information System Department’s report on the status of the County’s telecommunications system purchase and implementation project (informational only).

March 17, 2015 - Item #16 - Board authorized the ISD Director to execute an agreement with Nexus IS for the daily operational support of the Cisco Unified Communications System for a two-year period with the option to extend one year.

March 18, 2014 - Item #12 - Board authorized ISD Director to execute an agreement with Nexus IS for the daily operational support of the new Cisco Unified Communications System (Voice over Internet Protocol) for a one-year period.

October 15, 2013 - Item #18 - Board authorized ISD to executive an agreement with Nexus IS for the purchase and implementation of the Cisco System Unified Communications System.

December 8, 2009 - Board authorized an agreement with Nexus IS for managed services of the NEC system for the period of May 1, 2010 to June 30, 2014, with two {2} one-year extensions.

FISCAL SUMMARY

Expenditures	FY23-24 Adopted	FY24-25 Projected	FY25-26 Projected
Budgeted Expenses	\$428,504	\$713,433	\$713,433
Additional Appropriation Requested			
Total Expenditures	\$428,504	\$713,433	\$713,433
Funding Sources			
General Fund/WA GF			
State/Federal			
Fees/Other	\$428,504	\$713,433	\$713,433
Use of Fund Balance			
Contingencies			
Total Sources	\$428,504	\$713,433	\$713,433

Narrative Explanation of Fiscal Impacts:

The elective services for this agreement are estimated to be \$350,000 for the initial term of this contract. ISD has budgeted \$428,504 for Presidio’s services in FY 2023-24, funded with internal service rates, and anticipates savings in other areas to cover \$134,929. If the elective services costs exceed the estimate, ISD will use Replacement A fund balance from prior year savings and appropriations will be added with a consolidated budget adjustment. For future budget years, VOIP management and support, and as needed elective services will be funded with communications internal service rates.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)

Agenda Date: 11/7/2023

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Narrative Explanation of Staffing Impacts (If Required):

None

Attachments:

Presidio Managed Services Contract

Related Items "On File" with the Clerk of the Board:

None