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STAFF REPORT BOARD MEETING DATE: 5/24/2016

DATE: 04/25/2016

TO: Board of County Commissioners

FROM: Tony Kiriluk, IT Manager, Enterprise Infrastructure,
Washoe County Technology Services Department,
775-858-5985, tkiriluk@washoecounty.us

THROUGH: Craig Betts, Chief Information Officer,
Washoe County Technology Services Department,
775-328-2355, cbetts@washoecounty.us

SUBJECT: Approve sole source purchases of Voice over Internet Protocol (VoIP) hardware and software; and consulting, implementation, maintenance and support services from BCT Conferencing, Inc. and approve expenditures that will aggregate to exceed [\$100,000] but will remain within available adopted budget funding during Fiscal Year 2016-2017 for technology infrastructure, not to exceed [\$450,000] (All Commission Districts).

SUMMARY

Technology Services regularly upgrades and modernizes equipment at the County to maintain sustainable, efficient and effective technological infrastructure to support countywide functions. In Fiscal Year 2016-2017, CIP funding has been approved for the implementation of a new central technology logging and event management system; upgrade of security camera systems in multiple facilities; and continued rollout of VOIP technologies; and infrastructure account budgets have been funded for upgrade projects to Network, Server, PC, and Physical Security hardware.

Technology Services requests approval of sole source purchases of VoIP hardware and software; and consulting, implementation, maintenance and support services from BCT Conferencing, Inc. and approve expenditures that will aggregate to exceed [\$100,000] but will remain within available adopted budget funding during Fiscal Year 2015-2016 for technology infrastructure, not to exceed [\$450,000]. These expenditures will be used to replace obsolete PBX phone systems with new digital VoIP systems, and to maintain the existing VoIP systems already implemented within the County.

AGENDA ITEM # 10

Washoe County Strategic Objective supported by this item: Sustainability of our financial, social and natural resources.

PREVIOUS ACTION

06-09-2015 – BCC approved sole source purchases of Voice over Internet Protocol hardware and software; and consulting, implementation, maintenance and support services from BCT Conferencing, Inc. for Fiscal Year 2015-2016.

06-17-2014 - BCC approved sole source purchases of Voice Over Internet Protocol hardware and software; consulting, implementation, maintenance and support services from BCT Conferencing, Inc. during Fiscal Year 2014-2015.

BACKGROUND

Technology Services regularly upgrades and modernizes equipment at the County to maintain sustainable, efficient and effective technological infrastructure to support countywide functions. In Fiscal Year 2016-2017, CIP funding has been approved for the implementation of a new central technology logging and event management system; upgrade of security camera systems in multiple facilities; and continued rollout of VOIP technologies; and infrastructure account budgets have been funded for upgrade projects to Network, Server, PC, and Physical Security hardware.

The VOIP project within Washoe County is an initiative to modernize telephone infrastructure servicing County departments housed in County owned and leased facilities. Technology Services is the primary support for telephone technology utilized in these facilities. The project is replacing thirteen TDM (Time Division Multiplexing) based PBX systems with integrated voice mail services which had been providing phone services to the largest County facilities.

These large PBX systems had been increasingly failing and require excessive ongoing maintenance time and expense to keep operational; a task which has become increasingly difficult due to the age of the systems, and the even older technological standards that they utilize. The goal of this project is to take advantage of modern VOIP technologies improving long term sustainability, reducing maintenance costs and allowing the use of emerging new operational features.

Technology Services standardized on the low cost Open Source Asterix based VOIP technologies to accomplish these goals, which is used as the base of several different vendor solutions. Technology Services has standardized on the Thirdlane product as our preferred Asterix solution. The regional Value Added Reseller for Thirdlane products is BCT Consulting.

VoIP solutions have been implemented at 9th street, the Child Advocacy Center, the Public Guardian's Office, and the Northwest Library. Conversion projects are nearing completion at 911 Parr Blvd, 350 South Center, and the Reno Main Library on Center Street. Conversion preparation has just begun at the 1 South Sierra campus and are being planned for 75 Court Street. Previously awarded CIP funding is being carried over from Fiscal Year 2015-2016 to the new fiscal year in order to complete these sites.

Cost of VoIP hardware, software, consulting, support, and implementation for the fiscal year will exceed [\$100,000], which requires Board approval of a sole source agreement with BCT Consulting. Costs for the fiscal year will not exceed [\$450,000].

Pursuant to NRS 332.115, computer hardware and software are exempt from competitive bidding requirements.

FISCAL IMPACT

Expenditures will exceed [\$100,000], but will not exceed [\$450,000] within the Fiscal Year 2016-2017 adopted budgets for technology infrastructure PW920202 and C108301. Sufficient funds are available in approved CIP funds for VoIP Infrastructure.

RECOMMENDATION

It is recommended that the Board of County Commissioners approve sole source purchases of Voice Over Internet Protocol (VOIP) hardware and software; and consulting, implementation, maintenance and support services from BCT Conferencing, Inc. and approve expenditures that will aggregate to exceed [\$100,000] but will remain within available adopted budget funding during Fiscal Year 2016-2017 for technology infrastructure, not to exceed [\$450,000].

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: "move to approve sole source purchases of Voice over Internet Protocol (VoIP) hardware and software; and consulting, implementation, maintenance and support services from BCT Conferencing, Inc. and approve expenditures that will aggregate to exceed [\$100,000] but will remain within available adopted budget funding during Fiscal Year 2016-2017 for technology infrastructure, not to exceed [\$450,000]."

**WASHOE COUNTY
SOLE SOURCE PURCHASE REQUEST FORM**

This form must accompany a purchase requisition when sole source approval is requested for equipment, supplies or services exceeding \$25,000.

DEPARTMENT Technology Services LOCATION 1001 E 9th St., Ste C220, Reno, NV 89512

REQUESTOR'S NAME Tony Kiriluk TELEPHONE # 775-858-5985

REQUISITION NUMBER TBD DATE 04/25/2016

RECOMMENDED SOLE SOURCE SUPPLIER BCT Consulting Inc.

DESCRIPTION OF GOOD OR SERVICE REQUESTED VOIP hardware, software, and consulting , implementation, maintenance, and support services.

I have read and understand the Policies and Procedures of the Board of County Commissioners with regard to sole source procurements. I understand that competition is the preeminent consideration in the expenditure of County funds, and I acknowledge the County's commitment to the principle of fairness to any vendor who would like to do business with the County. After observing these principles and considerations, I hereby submit that the goods, services, and/or vendor specified in the accompanying requisition fit the County's sole source criteria for the following reasons: Please provide sufficient detail to clearly identify the reason(s) for this sole source procurement request. Attach additional information if necessary.

() 1. The product is unique in design and/or features that are required for a specific application. List the unique features and explain why they are needed for the application the product will be used for.

(X) 2. The product being purchased must be compatible with existing equipment. Identify the existing equipment.

Washoe county has standardized on Thirldane brand VOIP appliances which run the Asterix open source standard. BCT Consulting in the regional VAR for Thirldane Products.

(X) 3. The product requested is one which the user has had specialized training for. Identify who the user of this product will be and provide a description of the previous training.

County Technology Services Staff is trained and certified to support, and administer Thirldane Products.

(X) 4. The product or service is available only from the manufacturer or their authorized representative. Identify the manufacturer or authorized representative, and provide telephone number and address information.

BCT Consulting is the only authorized VAR for Thirldane products in the Western Region.

(X) 5. Consultants/Subcontractors: The individual/company is the most suitable to provide the service requested and the selection process is based on the following:

() There is evidence that the assistance to be provided is essential and cannot be provided by persons receiving salary support within Washoe County.

() A selection process was utilized to select the most qualified person.

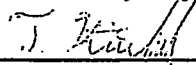
(X) The consulting charges are appropriate considering the qualifications of the consultant or company based on past experience and the nature of the work to be performed.

() 6. Other. Please explain the specific circumstances and/or requirements that warrant the goods or services request to be procured from a sole source.

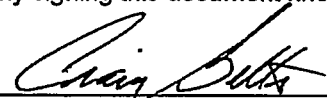
(X) 7. The following provides justification as to reasonableness of price:

Third Lane Products are based on the open source Asterix standard, providing much lower VOIP costs than from proprietary solutions such as ShoreTel or Cisco. Third Lane was specifically chosen due to the fact that it struck the proper balance between low cost product and high quality tech support.

I understand that I may be required to justify this sole source procurement before the appropriate authority, including the Board of County Commissioners, and that my signing this document knowing any of it to be false may subject me to administrative action.



Signature of Requestor



Department Head Approval
Craig Betts

Print Name

I, _____, authorized Buyer, recommend the following:


Sole source justification is adequate and exempt from competitive bidding requirements per NRS 332.115.

() Sole source justification is adequate to justify exemption from competitive bidding requirements per NRS 332.____.

() Sole source justification is inadequate and request is returned to department for additional justification, instructions on whether to seek competitive bids for the goods or services requested, or to withdraw the request.

Buyer

Date



Purchasing & Contracts
Manager
4/28/2016

Date