



ALAMEDA COUNTY INFORMATION TECHNOLOGY DEPARTMENT

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TIM DUPUIS
CHIEF INFORMATION OFFICER

January 19, 2021

Honorable Board of Supervisors
County Administrator Building
1221 Oak Street, Suite 536
Oakland, CA 94612-4305

SUBJECT: AUTHORIZE TRANSFERS FROM RETAINED EARNINGS TO ACCELERATE THE VOICE MODERNIZATION INITIATIVE BY REALLOCATING APPROVED FUNDS FROM FY21/22 TO FY20/21 IN THE AMOUNT OF \$322,500 FOR MASTER CONTRACT NO. 901844; PROCUREMENT CONTRACT NO. 19647 AND \$998,750 FOR MASTER CONTRACT NO. 901845; PROCUREMENT CONTRACT NO. 19654

Dear Board Members:

RECOMMENDATIONS:

- A. Authorize transfers from the Information Technology Department's (ITD) Retained Earnings to pay for FY 20-21 Voice Modernization Initiative (VMI) project implementation costs with ConvergeOne (Principal: Stephen Monteros; Location: San Francisco), in the total amount of \$1,321,250:
 - i. Master Contract No. 901844, Procurement Contract No. 19647 for VMI hardware, in the amount of \$322,500;
 - ii. Master Contract No. 901845, Procurement Contract No. 19654 for VMI integration services, in the amount of \$998,750; and

- B. Authorize the Auditor-Controller to make the related budget adjustments

DISCUSSION/SUMMARY:

On July 28, 2020, your Board approved two contracts with ConvergeOne for phone hardware and implementation services to support a new phone system that will replace the County's aging legacy voice system (Items No. 50 and 51). This project, named the Voice Modernization Initiative, or VMI, is expected to take two to three years to complete. The total cost for the project included \$4,715,000 to implement the new infrastructure and rollout the new system to all users and \$3,223,737 to replace desk phones and conference room phones for all

agencies/departments with the standard, low cost “soft phone” using existing computer equipment and headsets to be purchased by ITD.

On January 5, 2021, ITD returned to the Board and made a technical clarification that setting up a designation fund will be unnecessary, and your Board authorized the transfer of \$7,938,737 directly from the ITD’s Retained Earnings to fund voice modernization services and products over a three-year period.

Transfers from the established ITD Capital Designation account were authorized for hardware costs (Master Contract No. 901844) as follows: \$463,851, \$1,127,202, and \$1,632,684 in FY 20-21, FY 21-22, and FY 22-23 respectively; and for the cost of implementation services (Master Contract No. 901845) as follows: \$979,690, \$1,540,195, and \$2,195,115 in FY20-21, FY21-22, and FY 22-23 respectively. The amounts for FY 20-21 allowed for the initial implementation of the new phone system and the migration of the first groups of users.

At this time, the migration of all 200 ITD users has been successfully completed, the migration of 475 Public Health Department staff is in process, and the migration of a subset of Alameda County Sheriff’s Office staff (75 users) will be completed in early March. Given the fast pace of implementation, the continued expansion of remote work, and the focus on “virtual first” solutions, there is increased interest across the County in moving to the cloud-based voice solution provided by VMI. By accelerating the implementation of the Microsoft Teams voice solution, the County can realize the benefits more quickly.

To continue moving the Voice Modernization Initiative forward and implementing the MS Teams voice solution to more County users, a transfer of \$322,500 of the \$1,127,202 approved for FY 21-22 will be reallocated for FY 20-21 to replace desk phones and conference room phones. \$998,750 of the \$1,540,195 approved for use in FY 21-22 will be reallocated for FY 20-21 to implement additional infrastructure and rollout the new system to additional users as requested. The consolidated total cost to replace desk phones and conference room phones is \$783,351 for FY 20-21 and the adjusted total cost for FY 21-22 is \$804,702. The consolidated total cost to implement additional infrastructure and rollout the new system to additional users is \$1,978,440 for FY 20-21 and the adjusted total cost for FY 21-22 is \$541,445. This would allow the migration of an approximately 2,500 additional users across several departments, including Community Development Agency, Department of Child Support Services, Health Care Services Agency, Alameda County Probation Department, and Public Works Agency.

SELECTION CRITERIA/PROCESS:

ITD has determined that the County does not currently have required resources to provide all related aspects of the services or hardware deployment needed for a Countywide implementation and replacement of the Avaya voice systems with Microsoft Teams. Two RFPs were issued at the same time; RFP No. 901845, which focused on the services and RFP No. 901844 which focused on hardware, including headsets, handsets, speaker phones, and conference room phones.

ConvergeOne, Inc. was the highest-scoring qualified vendor and met all the requirements of both RFPs. Small, Local and Emerging Business (SLEB) requirements have been waived by the GSA-Office of Acquisition Policy (SLEB Waiver Nos. 6924 and 6925, valid through 7/31/23).

FINANCING:

Additional transfers from the ITD's Retained Earnings will take place as follows: \$322,500 in FY 20-21 for Master Contract 901844 and \$998,750 in FY 20-21 for Master Contract 901845 for an additional total of \$1,321,250 in FY 20-21 and an overall transfer from ITD Retained Earnings for FY 20-21 in the amount of \$2,764,791. There will be no increase in net County cost.

VISION 2026 GOAL:

Modernizing voice solutions countywide meets the County's 10X goal pathway of **Accessible Infrastructure** in support of the County's shared vision of a **Thriving and Resilient Population**.

Respectfully submitted,

DocuSigned by:

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Tim Dupuis
Chief Information Officer

cc: County Administrator
Auditor-Controller
County Counsel

FINANCIAL RECOMMENDATION

AGENDA DATE: 2/9/2021

Subject of Board Letter: ACCELERATE IMPLEMENTATION FOR THE VOICE MODERNIZATION INITIATIVE BY MOVING PREVIOUSLY APPROVED FUNDS FROM FY21/22 TO FY20/21 IN THE AMOUNT OF \$322,500 FOR MASTER CONTRACT NO. 901844; PROCUREMENT CONTRACT NO. 19647 AND \$998,750 FOR MASTER CONTRACT NO. 901845; PROCUREMENT CONTRACT NO. 19654

BY: 2021

FUND: 31040

The use of Designations, as follows:

NAME OF DESIGNATION	ORG	AMOUNT
ITD's Retained Earnings		\$1,321,250

The increase (decrease) in anticipated revenue, as follows:

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL ANTICIPATED REVENUE \$0

The increase (decrease) in appropriations, as follows:

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
380100	610000	00000		\$1,321,250
ORG TOTAL				\$1,321,250

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL APPROPRIATION \$1,321,250