

**MEMORANDUM
COUNTY OF PLACER
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT SERVICES DIVISION**

TO: Honorable Board of Supervisors
FROM: Brett Wood, Purchasing Manager
DATE: February 9, 2016
SUBJECT: Voicemail System Upgrade – VoicePlus, Inc.

ACTION REQUESTED

Authorize the award of a Purchase Order to VoicePlus, Inc. of Reno, NV for all hardware, software and related professional services to upgrade the County's voicemail system in the amount of \$165,000. Funding is provided by the Administrative Services Department's Telecommunication Division's FY 2015-16 Final Budget with no new net county cost.

BACKGROUND

The Administrative Services Department's Telecommunication Division (Department) provides telephone related services to all county departments. In 1995, the Department implemented a countywide voice messaging system to improve business efficiencies, drive employee productivity and provide advanced call routing capabilities. The system processes approximately 2.2 million calls annually, supports 2,711 end user voicemail accounts and 37 automated attendant/call routing solutions.

In January 2013, VoicePlus, Inc., the County's current service provider, notified the Department that the County's voicemail system would be at end-of-life as of April 2014 and no further enhancements to the legacy platform would be provided by the manufacturer. The Department enlisted the assistance of VoicePlus, Inc. to develop a comprehensive solution to upgrade the County's voicemail system to meet our current and future operational requirements in a fiscally sound manner.

On January 2016, VoicePlus, Inc. provided staff with a comprehensive proposal to upgrade the legacy voicemail system. Their proposal is compliant with current information technology standards, allows for future growth, and provides for a seamless transition for end users.

The proposed solution meets the County's current voicemail and automated attendant/call routing needs. In addition, the solution supports advanced unified messaging functionalities including speech-based call processing, personal assistant services, voicemail/email integration, directory services, and diagnostic tools that increase system reliability.

Section 1.3(i) of the Purchasing Policy Manual exempts telecommunications from competitive bidding. VoicePlus, Inc. has been the County's Voicemail system maintenance service provider for the past 20 years and is best positioned to perform a seamless transition to the new platform.

Therefore, in order to proceed with the acquisition of all hardware, software and related professional services to upgrade the County's Voicemail system in the amount of \$165,000 your Board's approval is required.

FISCAL IMPACT

Funding is provided through the Administrative Services Department's Telecommunication Division's Capital Asset Reserve Fund and included in the FY 2015-16 Final Budget.

Cc: Melissa Nunnink, Administrative & Fiscal Operations Manager
Kathy Buchanan, Deputy Director of Information Technology
Dieter Wittenberg, Information Technology Division Manager

