

PLACER COUNTY
ADMINISTRATIVE SERVICES DEPARTMENT

MEMORANDUM

TO: Honorable Board of Supervisors

FROM: Clark L. Moots, Director of Administrative Services 

DATE: February 26, 2008

SUBJECT: Recommendation to Approve Change Order No. 2 with CMS Communications in the amount of \$30,800 for the Purchase of an Automatic Call Distribution and Global Navigator Management Information System (ACD).

RECOMMENDATION

Approve Change Order No. 2 with CMS Communications of Livermore, CA for the purchase of an Automatic Call Distribution and Global Navigator Management Information System (ACD) on behalf of the Revenue Services Division; add the appropriate components to the Administrative Services Department's Telecommunication Division Master Fixed Asset List; and authorize the Purchasing Manager to sign the resulting Change Order in the amount of \$30,800.

BACKGROUND

On November 6, 2007 your Board approved the award of a competitively bid contract KN020808 to CMS Communications in the amount of \$132,533 for the purchase of a NEC 2400 IPX Telephone System to support the relocation of the Probation, Revenue Services, Assessor and District Attorney Departments into the new South Placer Justice Center's Building B facility.

On November 28, 2007, the Procurement Services Division issued Change Order No. 1 to CMS Communications in the amount of \$1,674 for the purchase of an additional Register Sender Card to support an increase in the deployment of analog circuits to this facility.

The Revenue Services Division (Division) has identified a need to expand its current Integrated Voice Response System to include an ACD System. The Division is the central collection agency for Placer County Departments and the Placer County Courts. The Division provides professional collection services on court fees and fines, County fees, franchise fees, and Transient Occupancy Taxes. In fiscal year 06/07, the Division set an all-time collection record through the collection of revenues totaling approximately \$20 million.

Over the years, the volume of collection accounts has increased considerably and the number of incoming calls has grown to an average of 350 per day. This represents approximately 70 incoming calls per day per Collection Agent and does not take into account their outgoing calls. The calls have increased to a level where the entire staff needs to help in answering the phones and other important tasks are not getting completed. The current call system drops calls and not all of those callers call back which equates to lost revenues. In addition, the Division has begun

to receive complaints from the public who call to get their debts paid but cannot always get through to a Collection Agent.

The new ACD System will provide the Division with advance calling features necessary to support the increased call volume being experienced. The system is designed to answer incoming calls, place them into a holding queue, play announcements and transfer the caller to the next available Collection Agent in a timely and professional manner. In addition, this system is a statistical tool that will allow the Division to track the numbers of calls, how long the callers are waiting in queue and number of abandoned calls being experienced. This system will allow the Division to continue to provide quality service to the public, generate additional revenues, and manage peaks in call volumes with existing staff and without the need for additional positions.

CMS Communications has provided a proposal for the purchase of an ACD System in the amount of \$30,800 and is extending a 35% manufacturer promotional discount for the purchase of this system if purchased prior to March 31, 2008 and implemented as part of the initial South Placer Justice Center Project. Our Telecommunications Services Group has determined the proposal to be technically compliant with County standards and is in support of this purchase. However, the Change Order amount exceeds the Purchasing Manager's approval authority of 10% above the initial contract amount.

Therefore, in order to proceed with this purchase it is necessary for your Board to approve Change Order No. 2 to the contract KN020808 with CMS Communications for the purchase of the ACD System.

FISCAL IMPACT

The Change Order resulting from this recommendation will total \$30,800 and funds for the purchase of the ACD System are available in the Administrative Services Department's Revenue Services Division FY07/08 Budget Unit. In addition, sufficient funding is appropriated within the Telecommunications Fixed Asset Account due to savings attributed to the competitive bidding of the initial South Placer Justice Center's NEC 2400 IPX Telephone System. Therefore, a budget revision to the Telecommunications Budget Unit is not required.

Cc: Ron Baker, Senior Administrative Services Officer
Candi McCord, Deputy Director of Administrative Services
Sandy Conte, Revenue Services Manager
Sandy Hammock, Senior Administrative Services Officer
Jim Boggan, Purchasing Manager
Jerry Gamez, IT Division Manager

Attachments

ADDITIONS TO THE MASTER FIXED ASSET LIST

Administrative Services Department

Appropriation 0210

1 each	Automatic Call Distribution and Global Navigator Management Information System (ACD).	<u>\$30,800</u>
	Total Fixed Asset Additions	\$30,800

FISCAL IMPACT STATEMENT

TO: Honorable Board of Supervisors

FROM: Clark L. Moots, Director of Administrative Services



DATE: February 26, 2008

SUBJECT: **Fiscal Impact Statement**

Recommendation to Approve Change Order No. 2 with CMS Communications in the amount of \$30,800 for the Purchase of an Automatic Call Distribution and Global Navigator Management Information System (ACD).

1. The Administrative Services Department's Revenue Services Division has sufficient funding in FY 07/08 Budget Unit to support this request.

The funds for this purchase are available in the Revenue Services Division's budget unit due to a temporary decrease in new traffic accounts transferred from the Roseville Traffic Court and the cost savings resulting in mailers, postage, printing, and commission costs from our outside collection agencies.