



WASHOE COUNTY

"Dedicated To Excellence in Public Service"
www.washoecounty.us

CM/ACM JCH
Finance DN
DA _____
Risk Mgt. DE
HR n/a
Other n/a

STAFF REPORT BOARD MEETING DATE: 6/9/2015

DATE: 05/20/2015

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 2015-2016 for technology infrastructure, not to exceed [\$450,000] (All Commission Districts).

SUMMARY

Technology Services regularly upgrades and modernizes equipment to maintain sustainable, efficient and effective technological infrastructure to support countywide functions. In Fiscal Year 2015-2016, Technology Services plans include upgrade of the County's primary central router equipment; data center switches in 3 facilities; T1 Routers in 13 locations; 6 firewalls; 16 file servers; 400 terabytes of data storage; 18 Uninterruptable Power Systems; the PBX phone system and 825 phones for 3 downtown facilities; and data wiring speed in 7 facilities.

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 2014-2015 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.

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

PREVIOUS ACTION

06-17-2014 - Board of County Commissioners 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, not to exceed [\$350,000].

BACKGROUND

Technology Services routinely replaces aging technology equipment at the County in order to maintain stable, high performing infrastructure. In Fiscal Year 2015-2016 Technology Services plans to:

- Replace the ancient analog based phone system which services 1 South Sierra, 75 Court Street, and the Reno Main Library and replace up to 825 older phone handsets with new VoIP based technologies.
- Replace up to 16 older file servers.
- Replace and/or upgrade 400 Terabytes of data storage at 9th Street and 911 Parr.
- Replace up to 300 PCs.
- Upgrade County's central router equipment at 9th Street.
- Upgrade network switches at 9th Street, 350 S. Center, and 1 S. Sierra.
- Upgrade network link speed to 10GB in 7 County facilities
- Upgrade the routers running T-1 network circuits to 13 County locations.
- Upgrade 6 County firewall systems.
- Upgrade 18 Uninterruptable Power Systems (UPS) which provide power protection to vital network equipment.

The VOIP project within Washoe County is an initiative to modernize the telephone infrastructure servicing County departments housed in both County owned and leased facilities throughout the region. Technology Services is the primary support for most 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 in use at the largest County office sites.

These large PBX systems have been increasingly failing and require excessive ongoing maintenance time and expense to keep operational; a task which is becoming 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. The Asterix standard is used as the base of several different vendor solutions. Technology Services completed pilot projects with three of these vendors, and chose the Thirdlane product to be the long term County standard. The regional Value Added Reseller for Thirdlane products is BCT Consulting.

Third Lane branded VoIP solutions have been implemented at the new Child Advocacy Center, the Public Guardian's Office, and the Northwest Library. Conversion projects are currently under way at 911 Parr Blvd and 350 South Center. The County's 9th Street complex is currently running under an alternate vendor product, FreePBX, but will eventually be converted to this same Third Lane Standard.

In Fiscal Year 2015-2016, Technology Services plans to complete the conversion of the large phone system which controls the phones for the two Courthouse facilities at 1 South Sierra and 75 Court Street, as well as for the Reno Main Library.

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 2014-2015 adopted budgets for technology infrastructure. 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 2015-2016 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 2015-2016 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 1000 E 9th St., Ste. C220, Reno, NV

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

REQUISITION NUMBER TBD DATE 5/20/2015

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.

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

Washoe County has standardized on Thirdlane brand VOIP appliances which run on the Asterix open source standard. BCT Consulting is the regional VAR for Thirdlane products.

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 Thirdlane products.

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 Thirdlane products in the Western Region.

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.

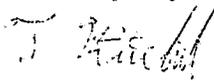
The consulting charges are appropriate considering the qualifications of the consultant or company based on past experience and the nature of the work to be performed.

() 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 pricing and high quality technical 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



Purchasing & Contracts
Manager

Date

5-27-2015

Date