



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: May 24, 2016

Subject: Purchase Order and Channel Service Agreement for Switching System Maintenance

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent, on behalf of the Employment and Human Services Director, or designee, to (1) execute a purchase order in an amount not to exceed \$342,747 to Carousel Industries of North America, Inc. for the purchase of Avaya switching system support for the period August 1, 2015 through July 31, 2018, and (2) execute a Channel Service Agreement with Avaya, Inc., including modified indemnification language, for switching system support for the period August 1, 2015 through July 31, 2018. (10% County; 45% State; \$45% Federal)

FISCAL IMPACT:

\$342,747: 100% Administrative Overhead (10% County; 45% State; \$45% Federal)

BACKGROUND:

Avaya, Inc. will provide maintenance of the Ayaya switching telephone system used by the Employment and Human Services Department (EHSD). Carousel Industries of North America, Inc. is the authorized third party reseller of the Avaya support services. Avaya will support all the EHSD call centers, including but not limited to the Medi-Cal Service Center, Health Care Access

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **05/24/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor

Candace Andersen, District II Supervisor

Mary N. Piepho, District III Supervisor

Karen Mitchoff, District IV Supervisor

Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: May 24, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: V. Kaplan, 3-1514

cc:

BACKGROUND: (CONT'D)

Center, and Medi-Cal Mail-In Unit. It also serves as the main hub for all phone traffic into EHSD and will insure staff are meeting customer service goals. This system ties into the Call Management System that manages call queues and interfaces to the CalWIN Consortia. Given the complexity of the overall voice system, EHSD has identified the need to have one central contract for support.

Prior to 2015, the Avaya switching system processed calls for multiple departments within the County. This created limitations on EHSD as well as reliability issues on the switch system. At the end of 2015, Health Services retired their Avaya switch system, and EHSD was able to obtain its equipment so that EHSD could operate separately from other departments within the County. When maintenance came due in August 2015, invoice payment and remittance became delayed as a result of the switching system responsibility being transferred through departments. As a result of a negotiated solution with Avaya, EHSD avoids incurring termination charges and reinstatement fees in excess of one year's annual maintenance. In exchange, EHSD will enter into a three-year maintenance agreement with a right to terminate services on each July 31 anniversary date by providing 30 days advance notice.

The County is obligated to indemnify Avaya for losses arising out of Avaya accessing personal data on the EHSD system at County's request.

CONSEQUENCE OF NEGATIVE ACTION:

The Employment and Human Services Department will be unable to maintain a telephone system.

CHILDREN'S IMPACT STATEMENT:

Not applicable.