



Contra  
Costa  
County

To: Board of Supervisors  
From: Ed Woo, Chief Information Officer  
Date: January 18, 2011

Subject: UTDI Avaya S8300D Server/Upgrade to existing CMS

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent, on behalf of the Chief Information Officer, to execute a purchase order with Unified Teldata Inc., in an amount not to exceed \$144,000 for the upgrade of the countywide Call Management System at 1275 Hall Avenue, Richmond.

**FISCAL IMPACT:**

The cost of \$144,000 is budgeted under Org# 4293, FY 10/11, and charged back to the user Department through DoIT's billing process.

**BACKGROUND:**

The Department of Information Technology has been utilizing the Avaya Automated Call Distribution (ACD) system since 2006. We currently have ACD users at various East and Central County buildings. This purchase request will expand the Call Management System (CMS) and allow us to provide ACD functionality at the 1275 Hall Ave, Richmond site for EHSD.

**CONSEQUENCE OF NEGATIVE ACTION:**

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **01/18/2011** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I  
Supervisor  
Gayle B. Uilkema, 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: January 18, 2011

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

By: June McHuen, Deputy

Contact: ED WOO (925)  
383-2688

Automated Call Distribution functionality will not be available at 1275 Hall Avenue,  
Richmond.

CHILDREN'S IMPACT STATEMENT:

No impact.