



Contra  
Costa  
County

To: Board of Supervisors  
From: Ed Woo, Chief Information Officer  
Date: January 25, 2011

Subject: UTDI Avaya Auratm Digital Boards

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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 \$115,800 for the upgrade of the countywide Call Management System at 2311 Loveridge Road, Pittsburg.

**FISCAL IMPACT:**

The cost of \$115,800 is budgeted under Org# 4280, 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 2311 Loveridge Road, Pittsburg site for HSD.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/25/2011** ☒ 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 25, 2011

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

By: June McHuen, Deputy

Contact: Ed Woo (925)  
383-2688



CONSEQUENCE OF NEGATIVE ACTION:

The Automated Call Distribution functionality will not be available at 2311 Loveridge Road, Pittsburg.

CHILDREN'S IMPACT STATEMENT:

No Impact.