



WASHOE COUNTY

Integrity Communication Service
www.washoecounty.us

CM/ACM	CV
Finance	KE/RA
DA	SH
Risk Mgt	DE
HR	n/a
Other	n/a

STAFF REPORT

BOARD MEETING DATE: June 27, 2017

DATE: Wednesday, June 14, 2017

TO: Board of County Commissioners

FROM: Tony Kiriluk, IT Manager, Technology Services Department
775-858-5985, tonykiriluk@gmail.com

THROUGH: Craig Betts, Chief Information Officer, Technology Services Department

SUBJECT: Recommendation to approve FY 2017-2018 sole source purchases of Voice Over Internet Protocol (VoIP) hardware and software; and consulting, implementation, maintenance, and support services from BCT Conferencing, Inc. and recommend to approve expenditures that will aggregate to exceed [\$100,000] but will remain within FY 2017-2018 adopted budget, not to exceed [\$600,000]. (All Commission Districts).

SUMMARY

Technology Services regularly upgrades and modernizes equipment at the County to maintain sustainable, efficient, and effective technological infrastructure to support countywide functions. In FY 2017-2018, the Capital Improvement Fund authorizes the continued rollout of VoIP Technologies, and the Reimbursable Telephone account is funded for the ongoing maintenance of old phone systems as well as the new VoIP phone systems supporting county facilities. BCT Conferencing is the regional reseller for the County's established VoIP standard technologies, and as such expenditures with this reseller during FY 2017-2018 will aggregate to exceed [\$100,000]. Countywide expenditures with BCT Conferencing for Fiscal Year 2017-2018 are not expected to exceed [\$600,000].

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities by Enhancing Community Safety Through Investing in Critical Infrastructure for Current and Future Needs

PREVIOUS ACTION

- 05-24-2016 – BCC approved sole source purchases of Voice over Internet Protocol hardware and software; and consulting, implementation, maintenance, and support services from BCT Conferencing, Inc. for FY 2016 – 2017

- 06-09-2015 – BCC approved sole source purchases of Voice over Internet Protocol hardware and software; and consulting, implementation, maintenance and support services from BCT Conferencing, Inc. for Fiscal Year 2015-2016.
- 06-17-2014 - BCC 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.

BACKGROUND

Technology Services regularly upgrades and modernizes equipment at the County to maintain sustainable, efficient, and effective technological infrastructure to support countywide functions. In FY 2017-2018, the Capital Improvement Fund authorizes projects for the continuation of the conversion of county phones to Voice Over Internet Protocol (VOIP) systems; the reimbursable telephone account funds ongoing support and maintenance to countywide phone systems, including the new VoIP technologies; and infrastructure preservation funds support ongoing upgrades of PCs, servers, networks, and physical security infrastructures.

The VOIP project within Washoe County is an ongoing initiative to modernize telephone infrastructure servicing County departments housed in County owned and leased facilities. Technology Services is the primary support for telephone technology utilized in these facilities. The project implements modern VoIP technologies to replace legacy TDM (Time Division Multiplexing) based PBX systems with integrated voice mail services which had been providing phone services to the largest County facilities. These large PBX systems are obsolete and require excessive ongoing maintenance time and expense to keep operational.

Technology Services standardized on the low cost Open Source Asterix based VoIP technologies to accomplish these goals. Asterix is used as the base system of numerous different vendor packaged solutions. Technology Services has standardized on the Thirdlane product as our preferred Asterix solution. The regional Value Added Reseller for Thirdlane products is BCT Consulting.

VoIP solutions have been implemented at 9th street, 911 Parr Blvd, the Child Advocacy Center, the Public Guardian's Office, and the Northwest Library. Conversion projects are nearing completion at 350 South Center, and the Reno Main Library on Center Street, as well as the 1 South Sierra campus. Conversion plans are under review for 75 Court Street, Sparks Justice Courts, the Edison Way campus, the Longley Lane campus, Jan Evans Juvenile Center, and the Spectrum Blvd Campus. Previously awarded CIP funding is being carried over from FY 2016-2017 to FY 2017-2018 in order to continue these projects.

To support the FY 2017-2018 County infrastructure projects and ongoing needs of countywide Departments, multiple purchases from BCT Conferencing for FY 2017-2018 will aggregate to exceed [\$100,000], which requires Board approval of a sole source agreement with BCT Consulting. Costs for FY 2017-2018 will not exceed [\$600,000].

Pursuant to NRS 332.115, computer hardware and software are exempt from competitive bidding requirements.

FISCAL IMPACT

Expenditures with BCT Conferencing will exceed [\$100,000], but will not exceed [\$600,000] for FY 2017 -2018. All expenditures will remain within the available adopted FY 2017-2018 budget.

RECOMMENDATION

It is recommend that the Board Of County Commissioners approve FY 2017-2018 sole source purchases of Voice Over Internet Protocol (VoIP) hardware and software; and consulting, implementation, maintenance, and support services from BCT Conferencing, Inc. and recommended to approve expenditures that will aggregate to exceed [\$100,000] but will remain within FY 2017-2018 adopted budget, not to exceed [\$600,000].

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: "move to approve FY 2017-2018 sole source purchases of Voice Over Internet Protocol (VoIP) hardware and software; and consulting, implementation, maintenance, and support services from BCT Conferencing, Inc. and to approve expenditures that will aggregate to exceed [\$100,000] but will remain within FY 2017-2018 adopted budget, not to exceed [\$600,000]."

**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 1001 E 9th St., Ste C220, Reno, NV 89512

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

REQUISITION NUMBER Multiple DATE 06/05/2017

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.

(X) 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 the Asterix open source standard. BCT Consulting in the regional VAR for Thirdlane Products.

(X) 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.

(X) 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.

(X) 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.

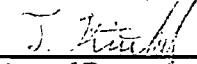
(X) The consulting charges are appropriate considering the qualifications of the consultant or company based on past experience and the nature of the work to be performed.

() 6. Other. Please explain the specific circumstances and/or requirements that warrant the goods or services request to be procured from a sole source.

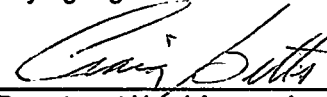
(X) 7. The following provides justification as to reasonableness of price:


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 product and high quality tech 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


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

Date

Melanie Lever,
C.P.M.

Digitally signed by Melanie Lever, C.P.M.
DN: cn=Melanie Lever, C.P.M., o=Purchasing
Division, ou=Comptroller,
email=mellev@washco.nv.us, c=US
Date: 2017.06.07 11:48:11 -0700

Purchasing & Contracts
Manager

June 7, 2017
Date