

modernize the datacenter architecture required to run the VoIP solution. Ongoing annual maintenance costs for the on-premise VoIP solution are estimated at \$352,000. Both of these estimates will be refined during the RFP process with final costs presented as part of a recommended contract award.

The funds for the one-time costs to upgrade will be drawn from existing salary savings in the DoIT appropriations for FY2018/19 provided a completed contract can be approved by your board before the end of the fiscal year. Salary savings that can be attributed to General Fund salaries and not attributable to grant funded positions currently exist in the FY2018/19 appropriation and will be used for this one-time cost. Ongoing maintenance costs are predicted to begin in FY2019/20 and are currently included in the recommended DoIT budget.

The costs associated with preparing the agenda item and RFP are nominal and absorbed by the department's FY2018/19 Adopted Budget.

DISCUSSION:

The County needs a highly reliable telephone communications system and the current solution is at risk. The current on-premise solution is past the official end of life. The costs to upgrade the current solution (\$380k) and costs to provide ongoing maintenance (\$352k) are less than the cost to implement and maintain the hosted solution.

The cloud hosted solution under implementation does not meet the County's needs and cannot meet regulatory requirements to properly encrypt voice traffic to protect Federal Tax Information which may be transmitted over the system. The costs to complete the implementation are unknown as success is not yet predictable. Implementation costs to date have exceeded \$266k. Annual ongoing maintenance of this solution would start at \$610k.

DoIT is seeking approval to release an RFP that seeks responses from Cisco recommended implementation vendors to support the County in the upgrade. The County is targeting to return to the Board on June 11, 2019 seeking approval of contract documents, and authorization to transfer appropriations from salary savings to expense line items for funding the upgrade.

ALTERNATIVES:

The Board could choose to not allow DoIT to issue an RFP for the on-premise VoIP upgrade, however the current equipment and software is past its end of life and will not be supported by Cisco. Without the upgrade, County is at risk of an extended down time of telephone communication system.

The Board could also choose to direct DoIT to continue with the cloud hosted VoIP solution, however that solution does not meet regulatory security requirements and has also been proven to not meet some key end-user functional requirements.

OTHER AGENCY INVOLVEMENT:

The Department of Information Technology has consulted with County Counsel and General Services on a purchasing method to expedite the procurement process to meet the necessary timeline. Further consultation with County Counsel occurred to ensure that the County's withdraw from the contract with the cloud hosted VoIP provider met all requirements and was on solid legal footing.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION