

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Public Defender

BOARD AGENDA # *B-5

Urgent

Routine

AGENDA DATE May 14, 2013

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Purchase Network and Voice-over Internet Protocol Telephone Equipment, Software and Services for the Public Defender's Department and Approval to Use Public Facilities Fees of \$8,867 as Partial Funding for the Project

STAFF RECOMMENDATIONS:

1. Approve the purchase of network and Voice-over Internet Protocol (VoIP) telephone equipment, software and services by the Public Defender Department.
2. Approve the use of \$8,867 of Public Facilities Fees (PFF) for partial funding for the VoIP project.
3. Direct the Auditor Controller to make the necessary budget adjustments per the attached budget journal.

FISCAL IMPACT:

The total project cost for the VoIP Telephony project for the Public Defender Department is estimated to be \$27,477. On April 18, 2013, the PFF Committee approved the use of up to \$8,867 of PFF funds (Criminal Justice Fund 2403) to purchase and install the critical new VoIP Telephony System for the Public Defender's Department. The balance of the project costs will be provided from the Public Defender's Fiscal Year 2012-2013 budget in the amount of \$7,133 and from Strategic Business Technology's Fiscal Year 2012-2013 budget in the amount of \$11,477.

BOARD ACTION AS FOLLOWS:

No. 2013-237

On motion of Supervisor Monteith, Seconded by Supervisor O'Brien
and approved by the following vote,

Ayes: Supervisors: O'Brien, Withrow, Monteith, De Martini and Chairman Chiesa

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

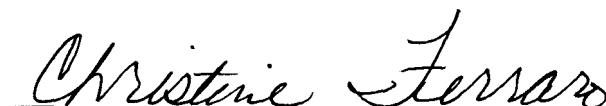
1) X Approved as recommended

2) _____ Denied

3) _____ Approved as amended

4) _____ Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No. M-64-J-02

DISCUSSION

The twenty-five year old phone system in the Public Defender's Office is at the end of its useful life. It is becoming extremely difficult to maintain this system and it has no capacity for expansion. Over the last 17 years the Department has gone from 17 attorneys, handling approximately 9,000 cases a year, to one that today employs 24 attorneys who represent more than 12,000 clients. While the office represents people accused of misdemeanor misconduct along with those charged in juvenile court, the most time consuming matters are felony cases. The felony case load of the office saw some reduction in 2010 and 2011 but has increased sharply since then and is now more than 30% higher than in the late 1990s. During that same time, from 1990 to 2012, Stanislaus County population has increased by 32.27%. As the County's population continues to grow, so must the County's telecommunication platform to meet these increased needs.

The proposed installation of the County's Cisco Voice over Internet Protocol (VoIP) telephony system is not a replacement, but an implementation and expansion of new technology. With the growing population, it is more important to be able to use technology that is available to be more efficient and to consistently and reliably serve customers.

A Request for Proposal (RFP) was conducted to select a telecommunications voice platform. In 2006 the Board of Supervisor's approved the Cisco Voice over Internet Protocol (VoIP) telecommunications platform. Since that time Strategic Business Technology - Telecommunications has made significant investments in a highly-available, full-featured VoIP infrastructure and continues to expand this technology to County departments to meet the growing population needs. The telecommunications infrastructure includes multiple connections to the Public Switched Telephone Network, redundant voice gateways, a cluster of Call Manager servers at four (4) sites, and Voice Mail servers at two (2) sites interconnected by a complex high-speed data network.

The Stanislaus County Public Defender's Department operates at 1021 – I Street in Modesto. This facility is shared with the Stanislaus County Clerk Recorder and Elections Departments. In December 2009, SBT Telecommunications upgraded the telecommunications infrastructure at this location, installing the necessary voice gateway and other network components needed to make the facility VoIP ready. At that time, the Stanislaus County Clerk Recorder and Elections Departments converted to the County's VoIP telephony system. In Fiscal Year 2012-2013, the expansion to VoIP continues with a planned implementation of the Public Defender's Department.

Approval to Purchase Network and Voice-over Internet Protocol Telephone Equipment, Software and Services for the Public Defender's Department and Approval to Use Public Facilities Fees of \$8,867 as Partial Funding for the Project
Page 3

The standard Voice over IP offering includes:

- Reduced support costs by carrying internal voice traffic on the County data network, reducing service provider costs for purely internal voice traffic;
- Reduced support costs for moves, adds and changes, since phone sets are managed programmatically and can be relocated by end-users;
- Integrated voice mail, paging, conference call, and advanced call accounting;
- Advanced system features such as corporate phone directories on the phone set, on-device call history and logs, speakerphone, standards-compliant headset support and support for call management and tracking via PC interface where desired;
- Advanced call routing, pickup groups, paging groups, ICD, Integrated Voice Response, advanced call forwarding including the ability to "log into" a phone anywhere and have all calls automatically forwarded to that phone with all customizations in place, et cetera;
- The ability for the Public Defender department to leverage the existing Stanislaus County VoIP telephone system;
- Provide a more reliable and supported telecommunications solution than what is available through local carriers or the existing aged PBX system;
- Provide a failover solution to ensure communications in times of an emergency; and
- Reduced monthly telecommunications recurring costs.

The total project cost for the VoIP telephony upgrade for the Public Defender Department is estimated to be \$27,477. A request of \$8,867 was made to the Public Facilities Fee (PFF) Committee on April 18, 2013. The committee concurred that this project was a legitimate use of PFF funds. Public Defender's budget will fund \$7,133 from its Fiscal Year 2012-2013 allocation and Strategic Business Technology will provide up to \$11,477.35 toward the project from its Fiscal Year 2012-2013 budget.

POLICY ISSUE

Approval of this request supports the Board's priorities of A Safe Community and Efficient Delivery of Public Service by providing the most cost effective and efficient solution for telephone services.

Approval to Purchase Network and Voice-over Internet Protocol Telephone Equipment, Software and Services for the Public Defender's Department and Approval to Use Public Facilities Fees of \$8,867 as Partial Funding for the Project
Page 4

STAFFING IMPACT

There is no staffing impact with this action. Existing staff at SBT and Public Defender's Department will work together with to implement the VoIP telephony system.

CONTACT PERSON:

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Marcia Cunningham, Strategic Business Technology Director 209-525-4357

