DEPARTMENT: Human Services  BY: Cheryle Rutherford-Kelly  PHONE: 966-3609

RECOMMENDED ACTION AND JUSTIFICATION: (Policy Item: Yes _____ No X)

It is respectfully recommended that your Board authorize the Human Services Department, Social Services Division, to contract with Sierra Tel Business Systems to replace the existing voice mail system.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

No previous Board action has been considered.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

It is expected the current system will fail in the near future, leaving the agency without a voice mail system, and significantly increasing workload for the receptionists.

COSTS: ( ) Not Applicable
A. Budgeted current FY $14,000.00
B. Total anticipated costs $5,920.00
C. Required additional funding 0.00
D. Internal transfers 0.00

SOURCE: ( ) 4/5ths Vote Required
A. Unanticipated revenues
B. Reserve for contingencies
C. Source description:
Balance in Reserve for Contingencies, if approved: $0

SPECIAL INSTRUCTIONS:
List the attachments and number the pages consecutively:

Director's Memo

Sierra Tel Purchase Order

CLERK'S USE ONLY:
Vote - Ayes: 3  Noes: 0  Absent: 0
Approved ( ) Denied ( ) Not Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.

Date:

ATTEST: MARIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
By: Deputy

ADMINISTRATIVE OFFICER'S RECOMMENDATION:
This item on agenda as:

Recommended
Not Recommended
For Policy Determination
Submitted with Comment
Returned for Further Action

Comment: ____________________________

C.A.O. Initials: _______________________
April 3, 2002

TO: Members, Board of Supervisors
FROM: Cheryle Rutherford-Kelly
RE: Replacement of voice mail system

Recommendation

It is respectfully recommended that your Board authorize the Human Services Department, Social Services Division, to contract with Sierra Tel Business Systems to replace the existing voice mail system.

Background/Current Information

The current voice mail system serves approximately 28 employees at the Social Services main office at 5186 Highway 49 North, and an additional 15 employees at 5200 Highway 49 North, which includes Welfare to Work, Fraud, Community Action, and Housing Assistance staff. Together, this staff serves more than 2,000 public assistance cases. A voice mail system is imperative to insure clients are able to communicate with their caseworkers.

The current voice mail system was installed in 1996 at a cost of $4,827. Although the software was upgraded two years ago at a cost of $831, the equipment has become unreliable, leaving us unable to access software for required maintenance. Sierra Tel no longer offers the system we have, the hardware is obsolete, and upgrading is impractical.

Sierra Tel Business Systems has provided us with a quote to install a Toshiba Stratagy 24D voice mail system at a cost of approximately $7,000, including labor and equipment. This system is compatible with the telephone equipment we currently use, is expandible, and can be relocated to the new Human Services building anticipated to be built in the next few years.

Financial

Funds were budgeted in the current fiscal year to purchase two photocopy machines, at a cost of $7,000 each. A replacement photocopier was obtained from Superior Court, and relocating existing machines has circumvented the need to purchase another photocopier. Unexpended funds in Other Equipment (line 0644) are therefore available to cover the estimated cost ($6,910) for the replacement voice mail system. There is no County general fund cost for this purchase.
CONFIRMATION OF WORK TO BE PERFORMED

Please review the following work order. To schedule work as listed, please confirm charges by fax or phone.

PROPOSED WORK:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>QUANTITY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>REMOVE AND REPLACE VOICE MAIL SYSTEM</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>REPLACE VOICE MAIL SYSTEM WITH NEW TOSHIBA STRATAGY 24D VOICE MAIL SYSTEM. THIS IS A NEW COMPUTER BASE VOICE MAIL SYSTEM, WE WILL REUSE EXISTING MONITOR &amp; KEYBOARD, THE NEW SYSTEM WILL HAVE 6 PORTS (THIS WILL ALLOW UP TO 6 VOICE MAIL ACTIVITY AT THE SAME TIME) THE NEW SYSTEM WILL HAVE UP TO 120 HOURS OF STORAGE THIS SYSTEM WILL HAVE A GOOD INTEGRATION ON THE CURRENT TELEPHONE SYSTEM AS WELL AS MIGRATE TO A NEW TOSHIBA TELEPHONE SYSTEM IF YOU REPLACE YOU CURRENT SYSTEM IN THE NEAR FUTURE</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>EQUIPMENT AND LABOR FOR INSTALL OF NEW VOICE MAIL SYSTEM $5,809.06 PLUS TAX</td>
</tr>
</tbody>
</table>

PRICES SUBJECT TO CHANGE AT ANY TIME.

THE ABOVE DOES NOT INCLUDE ANY APPLICABLE TAXES AND/OR SPECIAL SHIPPING & HANDLING CHARGES.

In addition, all orders require a $20.00 Service Order Charge. Equipment costs are billed for all materials used.

"All bills are due and payable upon presentation and become delinquent 30 days thereafter."

If you have any questions or revisions, please do not hesitate to call. We appreciate this opportunity to be of service to you.

Customer Signature

Date

Purchase Order Number (If Required)
MARIPOSA COUNTY BOARD OF SUPERVISORS

MINUTE ORDER

TO:       CHERYLE RUTHERFORD-KELLY, Human Services Director
FROM:     MARGIE WILLIAMS, Clerk of the Board
SUBJECT:  Contract with Sierra Tel Business Systems for Voice Mail
Resolution No. 02-122

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA,

ADOPTED THIS Order on April 23, 2002

ACTION AND VOTE:

Nancy Bell, Human Services/Program Assistant, appeared on behalf of Cheryle Rutherford-Kelly, Human Services Director;
Authorize the Human Services Director to Contract with Sierra Tel Business Systems to Replace the Existing Voice Mail System for the Social Services Division

BOARD ACTION: Discussion was held with Nancy Bell and Cathy Albright, Human Services/Staff Services Manager, relative to the request. Discussion was held with Rick Peresan, Technical Services Director, relative to looking at the whole County versus individual department requests for phone services. Rick advised that he feels this would be a savings to the County, and he also feels that a better rate could be obtained for long distance costs – the Board concurred with having Rick bring back an agenda item for further consideration. (M)Parker, (S)Reilly, Res. 02-122 was adopted approving the Human Services' request, with direction for staff to work closely with the Technical Services Director on this project/Ayes: Unanimous.

cc: Kathy Albright, Human Services
    Rick Peresan, Technical Services Director
    Ken Hawkins, Auditor
    File