



Date: April 14, 2010

Current Meeting: April 15, 2010

Board Meeting: May 6, 2010

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: General Manager, Michael T. Burns

FROM: Chief Administrative Officer, Bill Lopez

SUBJECT: PBX & Phone Support - Contract Extension

Policy-Related Action: No

Government Code Section 84308 Applies: Yes

ACTION ITEM**RECOMMENDATION:**

Authorize the General Manager to execute a contract amendment with Advantel, Inc. for telephone system and voice network maintenance. The contract amendment will extend the contract term for an additional six months for a cost of \$100,000, for a new contract value of \$904,080.

BACKGROUND:

In 2006 VTA entered into a contract with Advantel Networks for \$699,200 to provide maintenance and support for VTA's phone, PBX, voice mail, and other electronic messaging services. Initially providing only basic services such as moves, adds, and changes in the telephone network, they now provide additional telecom services such as installation, maintenance and support for a host of both voice and data devices including CAT6 and fiber cable, voice mail and messaging servers, Voice Over Internet Protocol (VoIP) and Public Address systems. Their performance in providing these services has been excellent. Advantel has staff on-call and dedicated to VTA on a 24/7 basis. VTA currently lacks the internal resources and expertise necessary to maintain and repair these systems at the same level of confidence and coverage without these contracted services.

DISCUSSION:

Advantel's services were procured via a competitive process in 2006. The original contract amount was for \$699,200 and, in April 2009 was amended in the amount of \$104,880 for a revised total contract value of \$804,080. The April 2009 amendment exhausted the General Manager's Administrative Code contract amendment authority of 15%.

Currently, Advantel has submitted a response to VTA's *Technology Services General Store* RFP, which will provide VTA with a list of pre-approved service contractors to provide an array of technical services, including telecom support services. It is anticipated that vendors will be selected for the list in the July - August 2010 time frame. However, it is also projected that the current spending authorization for the Advantel contract will be exceeded before the *General Store* contractors are approved this summer and a subsequent telecom service contract executed later this year.

ALTERNATIVES:

Unless the Technology General Store RFP process can be expedited, there are no viable alternatives to the recommended action without jeopardizing our ability to continue to provide PBX and wire line phone services to key employees and systems.

FISCAL IMPACT:

Funding for the PBX & Phone support service contract extension is included in the VTA Fiscal Year 2010 Adopted Budget.

In order to maintain seamless support and maintenance of mission critical telecom services, it is recommended that VTA sustain its business relationship with Advantel for an additional six (6) month term as an extension to the existing contract.

Based on historical trends and the previously negotiated rates, the cost for this 6 (six) month extension is estimated to be \$100,000.

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Memo No. 2603

Attachment to PBX & Phone Support - Contract Extension

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