

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

January 28, 2025

FROM

JOSHUA DUGAS, Director, Department of Public Health

SUBJECT

Amendment to Contract with VOX Network Solutions for the Telstrat Telephone Quality Assurance Recording Services System

RECOMMENDATION(S)

1. Approve **Amendment No. 1 to Contract No 24-100** with VOX Network Solutions, including non-standard terms, for server updates for the Telstrat Telephone Quality Assurance Recording Services System, increasing the amount by \$10,545, from \$10,040 to a total contract amount of \$20,585 with no change to the term of November 13, 2023 through November 12, 2028.
2. Authorize the Chair of the Board of Supervisors, Chief Executive Officer, or Director of the Department of Public Health to execute any subsequent non-substantive amendments in relation to Contract No. 24-100, on behalf of the County, subject to review by County Counsel.
3. Direct the Director of the Department of Public Health to transmit all non-substantive amendments in relation to Contract No. 24-100 to the Clerk of the Board of Supervisors within 30 days of execution.

(Presenter Joshua Dugas, Director, 387-9146)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

This item will not result in the use of additional Discretionary General Funding (Net County Cost). The Department of Public Health (DPH) will fund the one-time purchase of professional services from VOX Network Solutions (VOX) to upgrade the Telstrat system, in the amount of \$10,545, with Animal Care program savings from currently budgeted Discretionary General funding. Adequate appropriation and revenue are included in DPH's 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

The VOX Telstrat Telephone Quality Assurance Recording Services System (Telstrat) allows for the recording of calls from incoming phone lines at the Devore Animal Shelter and has been utilized since 2012. Calls are stored on a server for six months before they are deleted. These recordings are analyzed for quality assurance, to enhance customer service, train staff, and resolve customer concerns.

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On January 23, 2024, (Item No. 42) the Board of Supervisors approved Contract No. 24-100 with VOX for the amount of \$10,040 for the term of November 13, 2023 through November 12, 2028.

On November 27, 2024 DPH received notification that the current server housing Telstrat recordings was outdated and posed a risk to the County's technological environment. The necessary server update requires a one-time purchase of professional services from VOX to upgrade the Telstrat system. Other than the change in cost and server update, there is no change to the existing approved terms of the contract.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Adam Ebright, Deputy County Counsel, 387-5455) on January 7, 2025; Finance (Iliana Rodriguez, Administrative Analyst, 387-4205) on January 9, 2025; and County Finance and Administration (Robert Saldana, Deputy Executive Officer, 387-5423) on January 9, 2025.

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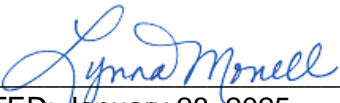
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: January 28, 2025



cc: PH - Ramos w/agree
Contractor - c/o PH w/agree
File - w/agree

CCM 01/29/2025