



# ADMINISTRATION COMMITTEE

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## Agenda Report

**File #:** 2024-3986

**Agenda Date:** 12/11/2024

**Agenda Item No:** 5.

**FROM:** Robert Thompson, General Manager  
Originator: Wally Ritchie, Director of Finance

**SUBJECT:**

**PROFESSIONAL SERVICES AND IT HARDWARE FOR TEAMS VOICE DEPLOYMENT**

**GENERAL MANAGER'S RECOMMENDATION**

RECOMMENDATION: Recommend to the Board of Directors to:

- A. Approve a Purchase Order Contract to Enabling Technologies for the purchase of Professional Services and IT Hardware for Teams Voice Deployment using OMNIA Contract No. R200803, for an amount not to exceed \$438,342; and
- B. Approve a contingency of \$65,751 (15%).

**BACKGROUND**

As Orange County Sanitation District's (OC San) Mitel Voice System is set to end its licensing and hardware support in December 2024, with its projected end-of-life in December 2029, a new voice and communication system must be implemented to replace it. Currently, our communication tools use Mitel for voice services and Microsoft Teams for meetings and collaboration.

**RELEVANT STANDARDS**

- Protect OC San assets
- Ensure the public's money is wisely spent
- 24/7/365 treatment plant reliability
- Maintain a culture of improving efficiency to reduce the cost to provide the current service level or standard

**PROBLEM**

As the OC San phone system approaches its end-of-life sales deadline in December 2024, existing equipment and maintenance services will continue to be supported until December 2029. Starting in January 2025, OC San will no longer be able to purchase additional hardware or licenses, limiting our ability to expand voice capacity or accommodate new users. Additionally, the current communication system, which relies on both Mitel and Microsoft Teams, is inefficient for OC San employees. Furthermore, using a shared internet connection for both communication systems may negatively impact call quality.

## **PROPOSED SOLUTION**

Staff recommends migrating and consolidating our phone system to Microsoft Teams Voice. This initiative aims to unify the Mitel and Microsoft Teams systems, streamlining communication channels and improving the overall user experience. Additionally, implementing a dedicated voice line will help prevent disruptions and enhance call quality.

## **TIMING CONCERNS**

OC San will not be able to purchase licensing or hardware to expand voice communication and/or accommodate additional users to the system starting in January 2025.

## **RAMIFICATIONS OF NOT TAKING ACTION**

Failing to update OC San's voice system could have detrimental consequences for Plant Nos. 1 and 2 and Headquarters. OC San depends on voice communication to interact with the public, customers, and emergency services. Without an updated voice system, our communication reliability and accessibility would be significantly compromised. Additionally, without being able to issue new hardware and licenses from the vendor, new features and users cannot be added, which can disrupt employee performance.

## **PRIOR COMMITTEE/BOARD ACTIONS**

N/A

## **ADDITIONAL INFORMATION**

N/A

## **CEQA**

N/A

## **FINANCIAL CONSIDERATIONS**

This request complies with authority levels of OC San's Purchasing Ordinance. This item has been budgeted (Budget FY 2024-25 and 2025-26, Section 8, Page 90, Information Technology Capital Equipment) and the budget is sufficient for the recommended action.

## **ATTACHMENT**

*The following attachment(s) may be viewed on-line at the OC San website ([www.ocsan.gov](http://www.ocsan.gov)) with the complete agenda package:*

N/A