

**CHIEF ADMINISTRATIVE OFFICE**  
**Procurement and Contracts Division**

Date Received

March 10, 2025

**NON-COMPETITIVE PURCHASE REQUEST JUSTIFICATION**

Required for all (non-emergency) sole source acquisitions in excess of \$5,000.00 and sole source service requests in excess of \$100,000.00.

This justification document consists of three (3) pages. All information must be provided and all questions must be answered. **Department Head approval is required.**

**Requesting Department Information**

Department:

10-Information Technologies

Org Code:

1050000

Contact Name:

Audra Anderson / David Dannenbrink

Subobject:

4300

User Code:

Telephone:

x 5144 / x 5411

Fax:

**Required Supplier / Vendor Information**

Vendor / Supplier Name:

ConvergeOne

Vendor / Supplier Address:

Contact Name:

Matthew McCarthy

Estimated Purchase Price/Contract Amount:

\$240,000

Vendor / Supplier Email Address:

MMcCarthy@oneC1.com

Telephone:

651-393-3664

Fax:

Provide a brief description of the request, including all goods and/or services the vendor/supplier will provide and supporting exemption reference from Board Policy C-17 - Procurement Policy:

3.4.2.f - AdvanTel began providing telephone system support to the County in FY 2013/14. AdvanTel was purchased by ConvergeOne in 2018. ConvergeOne handled multiple smaller projects for the County on POs through 2023. In June 2023, County IT entered into an as-needed contract for consulting projects. ConvergeOne has local service engineers, technicians, consultants, developers, and project managers who are experts in Avaya telecom systems and available to provide remote or on-site specialized phone system support for maintenance, updates, adding features, enhancing softphone capabilities, resolving software bugs, and remediation of system vulnerabilities.

Department Head:

Amanda Earnshaw

Digitally signed by Amanda Earnshaw  
Date: 2025.03.10 08:57:32 -07'00'

Signature

Purchasing Agent:

  
Michelle Welton (Mar 25, 2025 09:42 PDT)

Signature

Board of Supervisors:

Date:

Item:

P&C Assignment:

Assigned To:

Date:

Matt Potter

3-10-25

**A. The good/service requested is restricted to one supplier for the reason stated below:**

1. Why is the acquisition restricted to this goods/services supplier? (Explain why the acquisition cannot be competitively sourced. Explain how the supplier is the only source for the acquisition.)

ConvergeOne has been providing telephone system support for EDC for over a decade. They are experts in Avaya telecom systems and available to provide remote or on-site specialized phone system support. The County's current contract was originally created for on-going support needs, but is now being modified to handle Phase II of the telephone system upgrade and subsequent projects that are scheduled once our platform has been migrated. The contract extension allows for the planned telephone projects through FY 26/27 to be completed, while allowing enough funding for as-needed technical support for when smaller projects or issues arise.

2. Provide the background of events leading to this acquisition.

AdvanTel/ConvergeOne has been providing County IT telephone system specialized professional services since FY 13/14. In June 2023, an as-needed contract was developed for consulting projects. ConvergeOne has currently completed Phase I of the telephone system upgrade. Phase II of the upgrade project to move the phone system platform from version 8.x to version 10.x is scheduled to start in June. ConvergeOne is needed to perform the installation and configuration of new equipment and to perform the migration/cut-over services. Once the phone system platform upgrade is completed, additional projects are slated to provide enhancements and deployments of new features to the system that were not available in version 8.x.

3. Describe the uniqueness of the acquisition. (Why was the goods/services supplier chosen?)

ConvergeOne has local service engineers, technicians, consultants, developers, and project managers who are experts in Avaya telecom systems and available to provide remote or on-site specialized phone system support for maintenance, updates, adding features, enhancing softphone capabilities, resolving software bugs, and remediation of system vulnerabilities. Upgrades are needed to keep our system secure, reducing security risk and improving the County's support of the Countywide telephone system. ConvergeOne has previous experience working on the details of the EDC Avaya system, including configurations and interfacing with the Sheriff's 911 Dispatch and vital EDSO non-emergency numbers, as well as other vital 24x7 services, such as required HHSA after-hours services.

4. What are the consequences of not purchasing the goods/services or contracting with the proposed supplier?

Our current Avaya phone system is at end-of-life, and the upgrade is needed to continue receiving system updates, security patches, and support. ConvergeOne has already completed Phase I of the upgrade project. Our current contract needs to be extended by 1-year (to June 2027) and increased by \$160,000 to cover the Phase II upgrade costs and additional projects and enhancements slated for 25/26 and 26/27 to complete the cyclical infrastructure upgrade. Avaya equipment is being procured through ConvergeOne using a competitively bid cooperative agreement for the upgrade effort.

5. What market research was conducted to substantiate no competition, including the evaluation of other items or service providers? (Provide a narrative of your efforts to identify other similar or appropriate goods/services, including a summary of how the department concluded that such alternatives are either inappropriate or unavailable. The name and addresses of suppliers contacted and the reasons for not considering them must be included OR an explanation of why the survey or effort to identify other goods/services was not performed.)

AdvanTel/ConvergeOne has been providing County IT telephone system specialized professional services since FY 13/14. ConvergeOne has local service engineers, technicians, consultants, developers, and project managers who are experts in Avaya telecom systems and available to provide remote or on-site specialized phone system support for maintenance, updates, adding features, enhancing softphone capabilities, resolving software bugs, and remediation of system vulnerabilities. ConvergeOne is also a support partner with Avaya, assisting the County with necessary changes to our Avaya agreement CSA. Because ConvergeOne has deep understanding and knowledge of EDC's phone system structure, they are best equipped to provide ongoing support and to complete the upgrade project.

**B. Price Analysis:**

1. How was the price offered determined to be fair and reasonable? (Explain what basis was used for comparison and include cost analysis as applicable.)

ConvergeOne offers the County pricing less than list rates as part of the County's as-needed support contract. They are not requesting to increase the rates with this Amendment. The rates for engineers, technicians, consultants, developers, and project managers are comparable to other projects and contracts the department has used. Specialized professional services, able to provide remote and/or onsite support as needed, is essential to maintain the integrity of the phone system.

2. Describe any cost savings or avoidance realized (one-time or ongoing) by acquiring the goods/services from this supplier.

ConvergeOne has been working with the County's phone system for over a decade. Their deep understanding and knowledge of the County's needs gains efficiencies. They have been involved in our upgrade project for the past year, and have developed our system requirements in conjunction with County staff. As a support partner with Avaya, they provide synergies in maintaining our CSA. ConvergeOne is not requesting to increase billing rates with this Amendment. Planning for Phase II, which brings our phone system into a more current version, has been completed and will be ready to kick-off upon the execution of Amendment III to the existing professional services contract. There are three County sites involved in the Phase II Upgrade project (Placerville Government Center, South Lake Tahoe, and Placerville Sheriff's Office) each with similar but unique configurations. ConvergeOne's historical knowledge of the system removes the need for vendor investigation into the Avaya infrastructure, saving project costs and EDC staff resource time.