



Legislation Details (With Board Report)

File #: A 17-420 **Name:** OpenText Right Fax Upgrade
Type: BoS Agreement **Status:** Passed
File created: 10/23/2017 **In control:** Board of Supervisors
On agenda: 11/7/2017 **Final action:** 11/7/2017

Title: a. Authorize the Director of the Information Technology Department or his designee to execute a non-standard letter of engagement with Open Text, Inc. for a server upgrade and implementation services for the County’s Right Fax system, for an amount not to exceed \$17,000 and a term of November 7, 2017 through November 6, 2018; and
b. Accept non-standard language as recommended by the Director of the Information Technology Department.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. OpenText Inc. Letter of Engagement, 3. Completed Board Order

Date	Ver.	Action By	Action	Result
11/7/2017	1	Board of Supervisors	approved	

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b. Accept non-standard language as recommended by the Director of the Information Technology Department.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

a. Authorize the Director of the Information Technology Department or his designee to execute a non-standard letter of engagement with Open Text, Inc. for a server upgrade and implementation services for the County’s Right Fax system, for an amount not to exceed \$17,000 and a term of November 7, 2017 through November 6, 2018; and
b. Accept non-standard language as recommended by the Director of the Information Technology Department.

SUMMARY/DISCUSSION:

RightFax is a desktop faxing solution that is currently used by over 500 employees throughout the County. The RightFax application provides users many features that improve productivity including the ability to send/receive faxes from their desktops, send faxes to multiple users at once, receive email notifications upon receiving a fax, and save faxes as documents to a common shared file. The RightFax server is in need of two upgrades to 1) stay compatible with new Windows operating systems and 2) migrate to virtual server hardware to replace obsolete hardware.

The first upgrade of the existing server is necessary for compatibility with the required software version for the new Windows operating systems used by the County. The second upgrade for installation of the new virtual server, with a Fax over IP integration, allows the Information Technology Department (ITD) to thoroughly test the new integration, on a new Windows operating system platform before migrating the County’s 500 plus user

accounts. The RightFax Fax over IP integration is a prerequisite for the County phone system upgrade that is scheduled for 2018.

OpenText will be responsible for the upgrading of the RightFax application, conversion of the database, supporting ITD in creation of a distributable client installation, cutover support for integration, and any issues that arise during the upgrades.

OTHER AGENCY INVOLVEMENT:

County Counsel cannot approve the following non-standard provisions: upfront payment of maintenance fees; limitation on vendor's liability to the amount of the contract; non-standard proof-of-insurance language; limitations on extent of warranty, on remedies for breach of warranty, and on time to make warranty claims; charges for late payment; non-standard notice of breach and opportunity to cure language; absence of vendor indemnification of the County; and limits on the type of damages available to County in the event of vendor breach. Risk does not approve non-standard insurance and indemnification provisions.

FINANCING:

This request is a part of ITD CIP projects, and funds for this expense have been included in the FY 2017-18 adopted budget for the Information Technology Department, 1930, Unit 8436, Appropriation Unit INF002.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

Upgrading RightFax to the newest versions of software, improving the integration and moving the application into ITD's new virtual environment will continue desktop faxing support, increase each department's faxing options and ensures the future availability of a widely-used tool.

Prepared by: Lynnette Beardsall, Management Analyst, 759-6938

Approved by:

Eric A. Chatham, Director of Information Technology, 759-6920

Attachments:

Open Text, Inc. letter of engagement

Attachments on file with the Clerk of the Board