



WEST VALLEY WATER DISTRICT  
855 W. Base Line Road Rialto, CA 92376  
PH: (909) 875-1804 FAX: (909) 875-1849

**SAFETY & TECHNOLOGY COMMITTEE MEETING  
AGENDA**

**TUESDAY, JUNE 14<sup>TH</sup>, 2022- 6:00 PM**

**NOTICE IS HEREBY GIVEN** that West Valley Water District has called a meeting of the Safety & Technology Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

**Teleconference Notice:** In an effort to prevent the spread of COVID-19 (Coronavirus), and in accordance with the Governor's Executive Order N-29-20 and the order of the County of San Bernardino dated March 17, 2020, there will be no public location for attending this Committee Meeting in person. Members of the public may listen and provide public comment via telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790 or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may also be submitted via email to [administration@wvwd.org](mailto:administration@wvwd.org). If you require additional assistance, please contact the Executive Assistant at [administration@wvwd.org](mailto:administration@wvwd.org).

**BOARD OF DIRECTORS**

Director Greg Young (Chair)  
Director Kelvin Moore

**1. CONVENE MEETING**

**2. PUBLIC PARTICIPATION**

*The public may address the Board on matters within its jurisdiction. Speakers are requested to keep their comments to no more than three (3) minutes. However, the Board of Directors is prohibited by State Law to take action on items not included on the printed agenda.*

**3. DISCUSSION ITEMS**

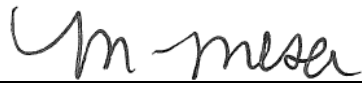
- A. General Updates to the Safety Committee
- B. On-Premise vs. Hosted Communications Systems

C. Electrical Panel Upgrade- Server Room

4. **ADJOURN**

**DECLARATION OF POSTING:**

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Safety & Technology Committee Agenda at the District Offices on June 9th, 2022.



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Maisha Mesa, Executive Assistant



**BOARD OF DIRECTORS  
SAFETY AND TECHNOLOGY COMMITTEE  
STAFF REPORT**

**DATE:** June 14, 2022  
**TO:** Safety and Technology Committee  
**FROM:** Van Jew, Acting General Manager  
**SUBJECT:** DISCUSSION ABOUT ON-PREMISE VS HOSTED COMMUNICATIONS SYSTEMS

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**BACKGROUND:**

West Valley Water District, (the “District”), maintains an on-premise Cisco Unified Communications system to provide the phone, voicemail, and other communications services necessary to support business operations. The system is supported by two specialized servers that are approaching the end of their useful lifecycle. In addition, the system software is due for an upgrade. The FY 2022 Capital Budget included funding of \$36,000 for Project W22016 “Cisco VoIP Phone System Physical Server Replacement” to replace those two specialized servers and upgrade the software.

When the current system was implemented about 14 years ago, on-premise systems were the only feasible option as hosted systems were just being developed. In the years since, hosted systems, also referred to as unified communications as a service (UCaaS), have matured. Because the current system is due for both hardware replacement and software upgrades, now is an appropriate time to assess whether the District should switch from the current on-premise communications system to UCaaS, or proceed with upgrading the current on-premise communications system.

**DISCUSSION:**

There are many factors to consider in assessing whether to continue with the current on-premise communications system or change to a UCaaS. The table below highlights the key considerations.

	<b>On-Premise</b>	<b>UCaaS</b>
<b>Cost</b>	Higher capital costs for hardware, (server & phones). Periodic costs for software upgrades. Annual costs for licensing and telecommunications services.	Lower capital costs for phones only. Monthly subscription fees, which are usually based on the number of users and the features selected.
<b>Control</b>	District owns the system and has complete control over configuration. Responsible for hardware upgrades and software updates.	Provider owns the system, but the District would have control over the configuration. Provider is responsible for hardware upgrades and software updates. This typically results in having access to the newest technology sooner.
<b>Accessibility</b>	In general, requires staff to be onsite. Call forwarding and limited features tend to be available for remote users.	Designed to support remote users. Accessible on desktop, computers, and smartphones.
<b>Scalability</b>	Adding users and changing system configuration requires more effort. Once purchased, additional user licenses don't get returned for refunds.	Typically, very easy to add users and change the system configuration. User licenses and features can usually be changed on an as needed basis.
<b>Business Continuity and Reliability</b>	In the event of a disaster, recovery options are limited to those available onsite.	Most UCaaS providers maintain Tier 3 data centers, which have multiple recovery systems in place.
<b>Security</b>	Security is maintained by staff, which is knowledgeable, but also limited in resources.	Providers typically have dedicated cybersecurity resources and robust physical security.
<b>Expertise</b>	District staff is knowledgeable and capable of handling the day-to-day maintenance of the system. However, software upgrades and major system configuration changes require the assistance of voice/UC engineers,	Providers have dedicated technical support resources with voice/UC expertise.

The issue of cost requires some additional analysis, but separate from that, the other key considerations offer strong support for switching from the current on-premise communications system to UCaaS. The cost analysis below annualizes the hardware replacement costs, the software upgrade costs, and the licensing costs. That annualized cost provides for a more apples-to-apples comparison with the estimated UCaaS costs for three selected vendors.

**Current Phone System Costs Annualized**

**Estimated UCaaS Costs**

Detail	Cost	Yrs	Cost/Yr	Provider	One-time	Annual
2 Cisco Servers	15,425	5	3,085	3CX	14,365	6,319
Software upgrades	21,000	3	7,000	RingCentral	-	28,560
PRI Service (telecom connection)	9,370	1	9,370	8x8	5,500	39,180
Cisco UC licensing	10,773	1	10,773			
Infotel Call Reporting licensing	10,735	3	3,578			
Verint Call Recording licensing	7,160	3	2,387			
			<u><b>36,193</b></u>			

The one-time costs for 3CX and 8x8 include implementation, training, and the cost of replacing the current desktop phones, which are not compatible with the system. The annual costs for 3CX are based on the anticipated maximum number of concurrent calls that would be required. The annual costs for RingCentral and 8x8 are based on the number and type of users. Based on this preliminary analysis, switching from the current on-premise communications system to UCaaS could be done at roughly the same cost or even at a reduced cost.

Staff recommends continuing the due diligence process to identify the most appropriate UCaaS solution/vendor and will report back to the Committee at a future meeting.

**FISCAL IMPACT:**

The Capital and Operating costs of the current system are already included in the budget. Aside from staff time, there is no cost to continuing to explore options for switching to UCaaS.

**STAFF RECOMMENDATION:**

This agenda item is for informational purposes only, no action required.

Respectfully Submitted,

*Van Jew*

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Van Jew, Acting General Manager

VJ:js



**BOARD OF DIRECTORS  
SAFETY AND TECHNOLOGY COMMITTEE  
STAFF REPORT**

**DATE:** June 14, 2022  
**TO:** Safety and Technology Committee  
**FROM:** Van Jew, Acting General Manager  
**SUBJECT:** CONSIDER AWARD OF CONTRACT FOR ELECTRICAL PANEL UPGRADE - SERVER ROOM

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**BACKGROUND:**

This project involves an upgrade to the electrical panel in the District's server room. The existing panel is at capacity and cannot accommodate the addition of any additional equipment.

**DISCUSSION:**

Information Technology staff worked with the District's Electrical & Instrument Specialist to develop the specifications for the upgrade and then obtained three quotes for the project, (see **Attachments A, B, & C**). The table below reflects the results:

Contractor	Price
Rancho Pacific Electric Construction, Inc.	\$11,500.00
Hydro Industrial Electric Corp.	\$14,650.00
KSM Electric Inc.	\$20,397.99

Staff's first choice is Rancho Pacific Electric Construction, Inc. as their quote met the project specifications and was the lowest at \$11,500.00.

**FISCAL IMPACT:**

The FY 2021 – 2022 Capital Budget includes \$15,000.00 for W19050 Electrical Panel Upgrade - Server Room.

**STAFF RECOMMENDATION:**

Staff recommends that the Committee forward a recommendation to the Board of Directors to authorize staff to retain Rancho Pacific Electric Construction, Inc. in the amount of \$11,500 to upgrade the electrical panel in the District's server room.

Respectfully Submitted,

*Van Jew*

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Van Jew, Acting General Manager

VJ:js

**ATTACHMENT(S):**

1. Attachment A - Rancho Pacific Electric Construction Inc
2. Attachment B - Hydro Industrial Electric Corp
3. Attachment C - KSM Electric Inc

Attachment – A

Rancho Pacific Electric Construction, Inc.

\$11,500.00





Attachment – B

Hydro Industrial Electric Corp.

\$14,650.00



Attachment – C

KSM Electric Inc.

\$20,397.99

# KSM Electric Inc.

1090 5th Street Unit 114

Calimesa, Ca. 92320

Phone # (909)795-8886 Fax # (909)795-8884

## Quote

Date	Quote #
3/16/2022	651

Name / Address
West Valley Water District 855 W. Base Line Road Rialto, Ca. 92377

Ship To
West Valley Water District 855 W. Base Line Road Rialto, Ca. 92377

Terms	FOB	Project
Net 30	Job Site	IT Room Sub Panel

Description	Qty	Rate	Total
Quote to Install 1 - 100 amp 3 phase 4 wire 120/240 volt Sub Panel. Quote to include: Supply and install 1 Square D 3 Phase 4 Wire 120/240 volt Lighting panel Surface Mount - with 100 amp main breaker. Supply and install New 100 amp 3 pole sub Breaker in existing customer distribution panel. Supply and install approximately 100 feet of 2" EMT from existing distribution panel to proposed sub panel. Includes all fittings and mounting hardware required. Supply and install approximately 560 feet of #4 THHN with 140 feet #8. Square D 42 circuit 100 amp 3 Phase 4 Wire Sub-Panel	1	4,253.00	4,253.00
Conduit, Fittings and mounting hardware	1	3,589.00	3,589.00
Wire and connectors	1	2,945.00	2,945.00
Field Service Labor / Journeyman Electrician	65	135.00	8,775.00
Sales Tax	1	835.99	835.99

Thank you for your business.

**Total**

\$20,397.99