TO: James L. App, City Manager

FROM: David McCue, Information Technology Manager

SUBJECT: City-Wide Telephone System Update

DATE: December 2, 2014

NEEDS: For the City Council to consider updating telephone equipment software to maintain usability for the balance of the life span.

FACTS:

1. The City installed the current telephone system in 2008 expecting a 10 year life for the core of the system.

2. In 2009 the City canceled the $2760/monthly maintenance contract and utilized internal staff for all system maintenance saving $182,000 (in the last 66 months).

3. Additional telephones are needed with the wastewater treatment plant expansion, new water treatment plant and to replace 20 broken phone sets.

4. The manufacturer no longer sells this model of telephone, software and license. Updates to the system core must be compatible with newer phones.

5. For support purposes, the manufacturer requires the phone system to run a recent version of the software. Because of the out-of-date software, a major system problem would expose the City to prolonged downtime.

6. The City to purchase

   a. Upgrade Avaya IP Office from version 4.1 to 9.1
   b. Three V2 processors and two PRI cards
   c. 184 Upgraded Voicemail software licenses
   d. 184 Avaya Endpoint licenses (one for each phone)
   e. Installation and configuration of software and hardware

7. The City requested a quote to bring the telephone system up-to-date from the original installation vendor.

ANALYSIS &
CONCLUSION: The City adopted equipment replacement policy is based on the useful life of the equipment; however technology often requires software updates to maintain functionality and compatibility. By utilizing City staff instead of contracting, the City has generated a savings amount much greater than the cost to update.

The city's computer equipment replacement fund has sufficient funds to perform the $21.528 update/upgrade. This investment is expected to extend the usability/viability of the current phone system for the balance of its projected lifespan.

POLICY
REFERENCE: City of Paso Robles Vehicle/Equipment Replacement Policy
City of Paso Robles Information Systems Strategic Plan

FISCAL
IMPACT: $21,528 to be paid entirely by the City's Equipment Replacement Fund which has a current balance of $1,550,000.

OPTIONS: a.   Adopt Resolution No. 14-xxx authorizing the City Manager to negotiate and sign a contract with Gsolutionz to update the city-wide phone system.

    b.   Amend, modify, or reject the above option.

Attachment:
1) Resolution
2) Budget Adjustment Request form
3) Quote from Gsolutionz for update

RESOLUTION NO. 14-xxx

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PASO ROBLES AUTHORIZING THE UPDATE OF THE CITY-WIDE TELEPHONE SYSTEM

WHEREAS, The City installed the current telephone system in 2008 and expects a 10 year life for the core of the system; and

WHEREAS, the City's equipment replacement policies and dedication to modernization of the equipment has allowed increase productivity; and

WHEREAS, The City has additional telephone needs with the expansion of the wastewater treatment plant and the new water treatment plant as well as telephones that need to be replaced/repaired; and

WHEREAS, The manufacturer no longer sells this model of telephone, software and license updates to the system core are required to be compatible with newer phones; and

WHEREAS, The manufacturer requires the phone system to run a recent version of the software to be supported. Because of the out-of-date software, a major system problem would expose the City to prolonged downtime; and

WHEREAS, The City's computer Equipment Replacement Fund has sufficient funds to perform the update/upgrade; and

WHEREAS, This investment is expected to extend the usability/viability of the current phone system for the balance of its projected lifespan; and

WHEREAS, The City requested a quote to bring the telephone system up-to-date from the original installation vendor.

THEREFORE, BE IT RESOLVED AS FOLLOWS:

SECTION 1. That the City Council of the City of Paso Robles does hereby authorize the City Manager to execute a contract with Gsolutionz to update the city-wide phone system as indicated in the quote (Attachment A) in the amount of $21,528.00 and authorizes the City Manager to execute the contract.

SECTION 2. authorize funds from the Equipment Replacement Fund per the budget adjustment request form.

PASSED AND ADOPTED by the City Council of the City of Paso Robles this 2nd day of December 2014 by the following votes:

AYES:
NOES:
ABSENT:
ABSTAIN:

_____
Steven W. Martin, Mayor

ATTEST:

_____
Caryn Jackson, Deputy City Clerk

Approvals/workflow 1. Dept Head 2. Admin Svcs 3. City Manager 4. City Council	**City of Paso Robles** **BUDGET ADJUSTMENT REQUEST**	**Budget JE #**
	Phone System	**AGENDA DATE** **12/3/2014**

DESCRIPTION	ORG #	OBJECT #		PROJECT #	AMOUNT
FINANCING SOURCES					
Equip Replace Fund	112	99999			$21,600
TOTAL FINANCING SOURCES					$21,600
FINANCING USES					
Equipment	1121350	54540			$21,600
TOTAL FINANCING USES					$21,600

JUSTIFICATION: (attach letter if required) City-wide phone system update

REQUESTED BY: **REVIEWED & APPROVED BY:**

        Date   Department Head   Date   Administrative Services

APPROVED BY:

        Date   City Manager

PASSED AND ADOPTED by the City Council of the City of Paso Robles, State of
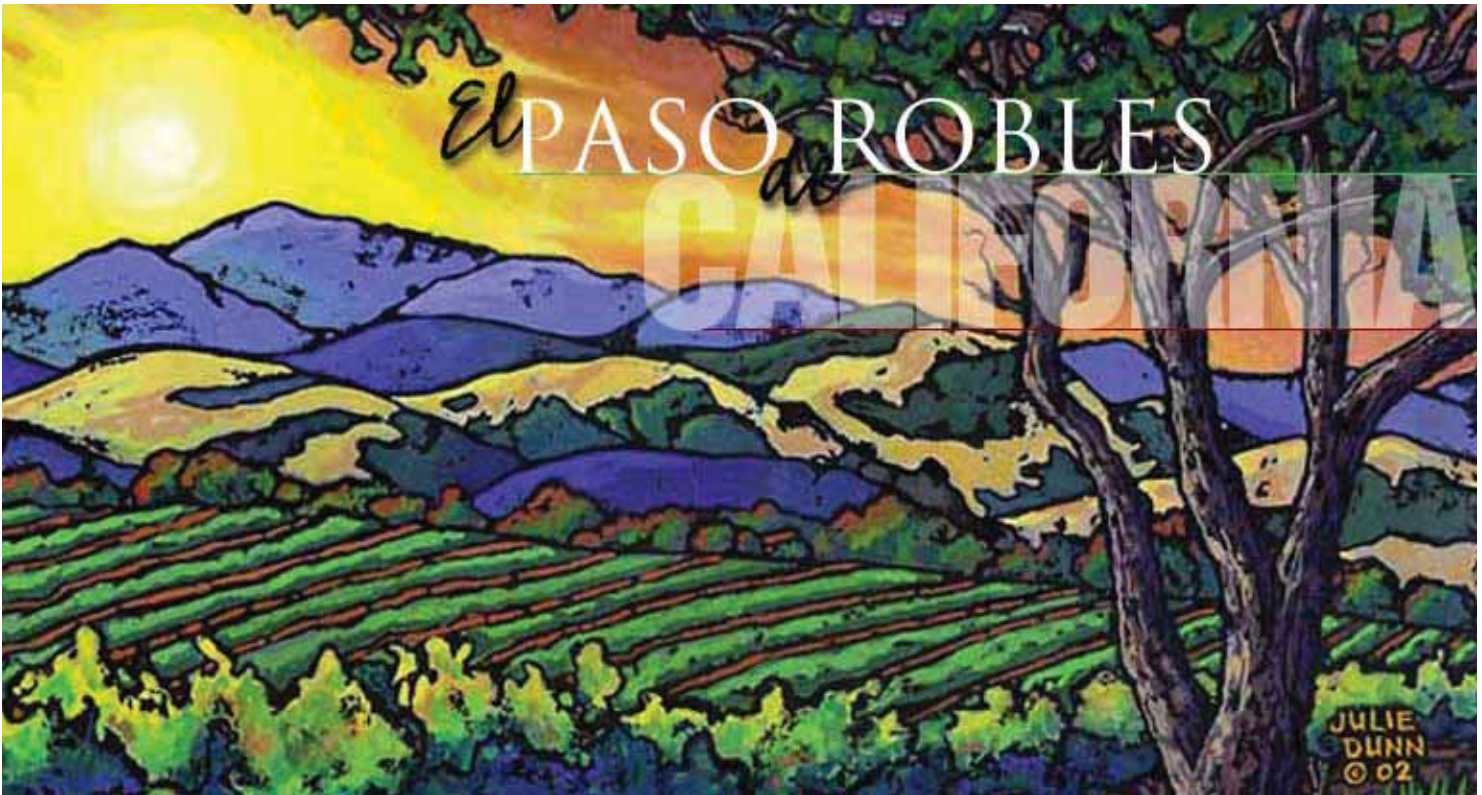
California, this   2nd   day of   December   , 2014 Agenda Item No. 20

ATTEST:
                 Deputy City Clerk

DeLaine Clifford
Communications Consultant
805-662-1532
delainec@gsolutionz.com

Upgrade hardware, software and reuse all phones, expansion modules, voicemail
Includes engineering, onsite support & Project Management.

City of Paso is currently on release 4.1, this will be upgrading them to newest release 9.1

Features & Benefits
- All users will have mobility features (twining)
- Use new 9600 Series IP Phones
- Individual Conference Bridges for every users+
- System Status (able to easily see error on system)
- Voicemail Synchronization (delete from email/deletes from phone)
- SMART Phone Application
- Twinning
- Personal Auto Attendants
- Mobile Call Control
- Virtualization
- Emergency Alarms
- Become supported again by Avaya

Upgrade to Avaya IP500 release 9.1/newest software release

- Replace Processor to V2
- New PRI Cards (not at Annex)
- Purchase Essential Voicemail License for all Sites
- Add IP Endpoint Licenses to cover each site, with upgrade each site will have 12
    - Pine Street Annex – 23 (need to order 11)
    - Public Safety – 52 (need to order 40)
    - City Hall – 109 (need to order 97)

Pine Street Annex $2,621
Public Safety $6,184
City Hall $9,348
25 Hours Prepaid Discounted Block Time Labor $3,375
Total Upgrade Project $21,528

Warranty Options:

BREAK FIX AGREEMENT
ALL HARDWARE & SOFTWARE, excluding phones
Pricing Shown is based on a 48 Month Term, Billed Quarterly
Prepaid Contracts includes a 10% savings

Add handsets increase payment by 20%

	Monthly
Public Safety	$312
City Hall	$654
Annex	$138
Total	**$1,104**

Pricing is good through 12/20/14
delainec@gsolutionz.com

DeLaine Clifford
Sr. Success Manager
805-662-1532
delainec@gsolutionz.com

Service Options for City of Paso

ESP – All Inclusive Program $2,760/month

- Annual Software Upgrades
- Unlimited Administrator & User Training
- Unlimited Remote Programming Changes
- Warranty on all Hardware and Software
- Maintenance Remote & Onsite
- Immediate Shipment of Replacement Parts
- Maintain System Back Up Disaster Relief
- Annual System Tune Up

- Priority Scheduling
- Semi-Annual Reviews
- Organizational Updates
- On-going analysis of emerging technologies
- Connectivity Audit & Review
- One Point of Contact – Third Party management
- 7x24x365 Coverage
- Unlimited Help Desk Support

EHW – Hardware Warranty Only, Break & Fix (no phones) $1,104
EHW – Hardware Warranty Only, Break & Fix (w/ phones) $1,325

- Maintenance Remote & Onsite
- Immediate Shipment of Replacement Parts
- Minor Help Desk Support
- Standard Business Hour Coverage, 9-5 M-F excluding holidays

Discounted Price Good Through 12/20/2014
Based on 48 month term
Total Phones 184

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Ventura, CA 93001