



Legislation Text

File #: 15-268, **Version:** 1

ITEM: AUTHORIZATION TO UTILIZE A GENERAL SERVICES ADMINISTRATION (GSA) CONTRACT AS A BASIS FOR PRICING FOR THE PURCHASE OF A NEW TELEPHONE SYSTEM

REQUEST: Authorization to utilize GSA contract #GS-35F-0085U as a basis for pricing for the purchase of a new telephone system from Windstream Communications in the amount of \$197,534.82.

EXPLANATION: The IT Department is seeking authorization to utilize GSA contract #GS-35F-0085U, as a basis for pricing, for the purchase of a new Shoretel telephone system from Windstream Communications in the amount of \$197,534.82. The current Avaya telephone system was purchased in 2010 and is not meeting the needs of Village employees, the Customer Service Department, Utilities Department, Emergency Operations Support and ultimately Village residents. The current Avaya Telephone system has a limitation of 38 concurrent calls that the Village can take inbound and outbound. This restriction has been an ongoing issue described as “the black hole”. Callers impacted by the 38 call limitation go unanswered and unrouted. There have been numerous vendor support workarounds that continue to fail. Additionally, the manufacturer support for the existing Avaya telephone system hardware and software is currently at end of life. Upgrading the existing system will cost considerable amounts of money and resources. Instead, staff recommends procuring a new phone system that meets business needs, eliminates the 38 call restriction, is scalable as the Village moves forward, has true redundancy, and meets Emergency Operations Center requirements.

The implementation of a new Shoretel VOIP/SIP telephone system will include:

- Fail Safe Architecture (N+1 redundancy) = Always UP technology
- Emergency Operations Center Failover and Failback
- Business-Critical Reliability
- New and Improved Customer Service Call Center Functionality
- New Voicemail Technology
- Call Detail Reporting
- End User Ease of Use
- Easy to Use Handsets (Real phones not USB phones)
- New Auto Attendant Functionality
- Integrated Communicator for Presence, Instant Messaging and Conference Calls
- Real-Time Phonebook
- Solid-State Hardware with a 8-10 year Lifespan
- FULL VOIP/SIP technology = latest telecommunications lines & technology
- Find-Me-Follow-Me Technology = Phone calls follow the user
- Cost effective to maintenance and operation with current IT Staffing
- Elimination of complex and costly software upgrades common to other telephone systems

The new system offers a truly scalable solution of up to 20,000 phones with 1,000 concurrent calls.

GSA contract #GS-35F-0085U was awarded to Windstream Communications, as a reseller of the Shoretel product, effective November 9, 2012 through November 8, 2017. The contract amount for the new Shoretel

telephone system, software, handsets, installation, maintenance and training, utilizing the GSA contract as a basis for pricing, is \$197,534.82.

In order to ensure the most competitive pricing, and best overall value, staff solicited quotes from other awarded Shoretel resellers under the GSA contract as summarized below:

Shoretel Reseller Firm Name	Amount
Windstream Communications	\$ 197,534.82
BlackBox	\$ 207,822.00
TeleSwitch	\$ 225,220.75

Staff also analyzed different phone systems (Avaya IP Office and Cisco) and determined Windstream Communications provided the best overall value for the product (Shoretel) proposed. The Shoretel product provided by Windstream Communications includes a solution that eliminates the complexity and costly software/hardware upgrades common to other telephone systems; and the ability to effectively maintain/operate the system with current IT staffing.

Staff is seeking authorization to utilize the GSA contract as a basis for pricing for the purchase of the new Shoretel Telephone System hardware, software, handsets, installation, maintenance and training in the amount of \$197,534.82.

BUDGET AMENDMENT REQUIRED: NO

PUBLIC HEARING: NO **QUASI-JUDICIAL:**

FIRST READING: **SECOND READING:**

LEGAL SUFFICIENCY: YES

FISCAL IMPACT: Funds are budgeted in the 2016 fiscal year Communications and Technology Investment Budget (GL 301-0171-539.65-73).

WELLINGTON FUNDAMENTAL: Responsive Government

RECOMMENDATION: Authorization to utilize GSA contract #GS-35F-0085U as a basis for pricing for the purchase of a new telephone system from Windstream Communications in the amount of \$197,534.82.