Dialing Into the Future

Modernizing City of Camas Communications
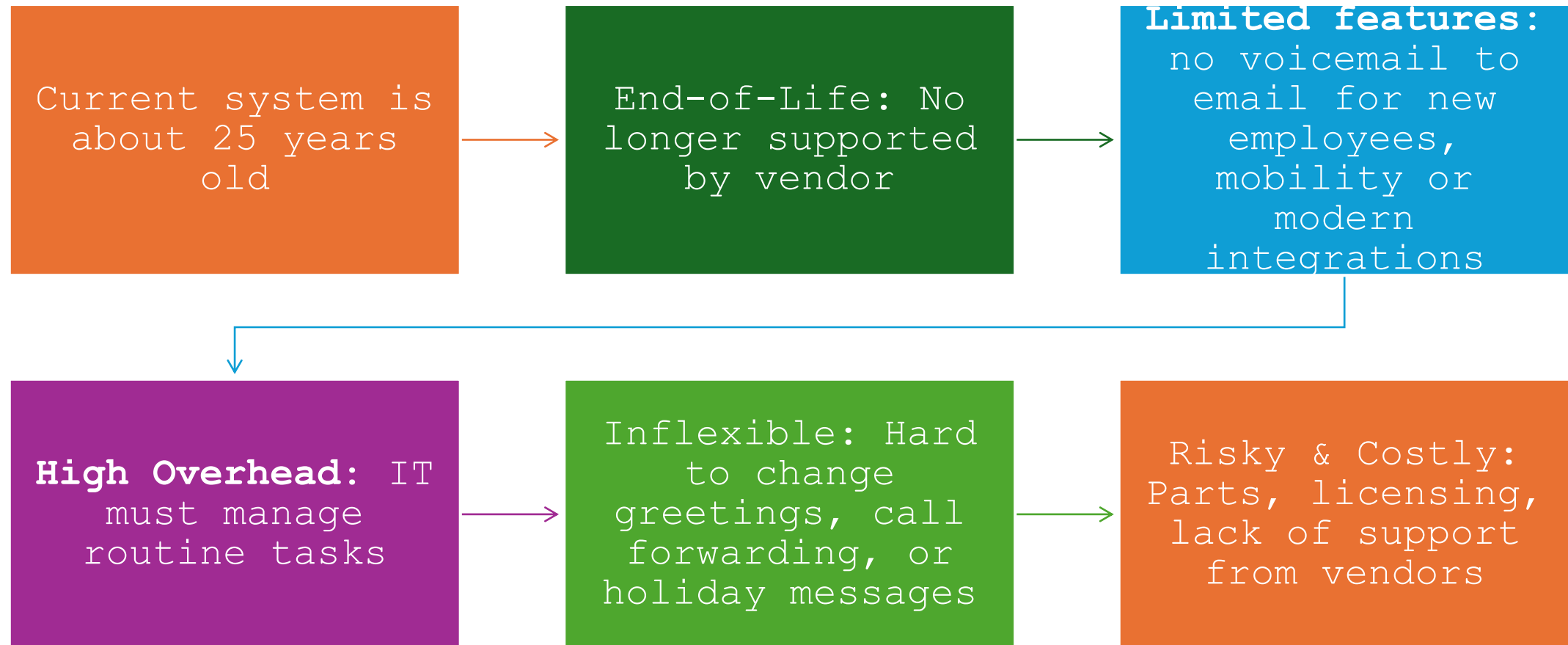
Presented by: Michelle Jackson

City of Camas IT

9/15/2025

Dropped Call: Why We Must Replace the Phone System

Current system is about 25 years old

End-of-Life: No longer supported by vendor

Limited features: no voicemail to email for new employees, mobility or modern integrations

High Overhead: IT must manage routine tasks

Inflexible: Hard to change greetings, call forwarding, or holiday messages

Risky & Costly: Parts, licensing, lack of support from vendors

Strong Connections: What We Need in a Modern System

Reliable & Secure – stable platform with stronger cybersecurity and cloud disaster recovery

User-Friendly – end-user controls, forwarding, voicemail-to-email and much more!

Integrated – works seamlessly with Microsoft 365 & city systems. Familiar to end users

Mobile & Flexible – supports work anywhere for field and remote workers. Anywhere, any device flexibility

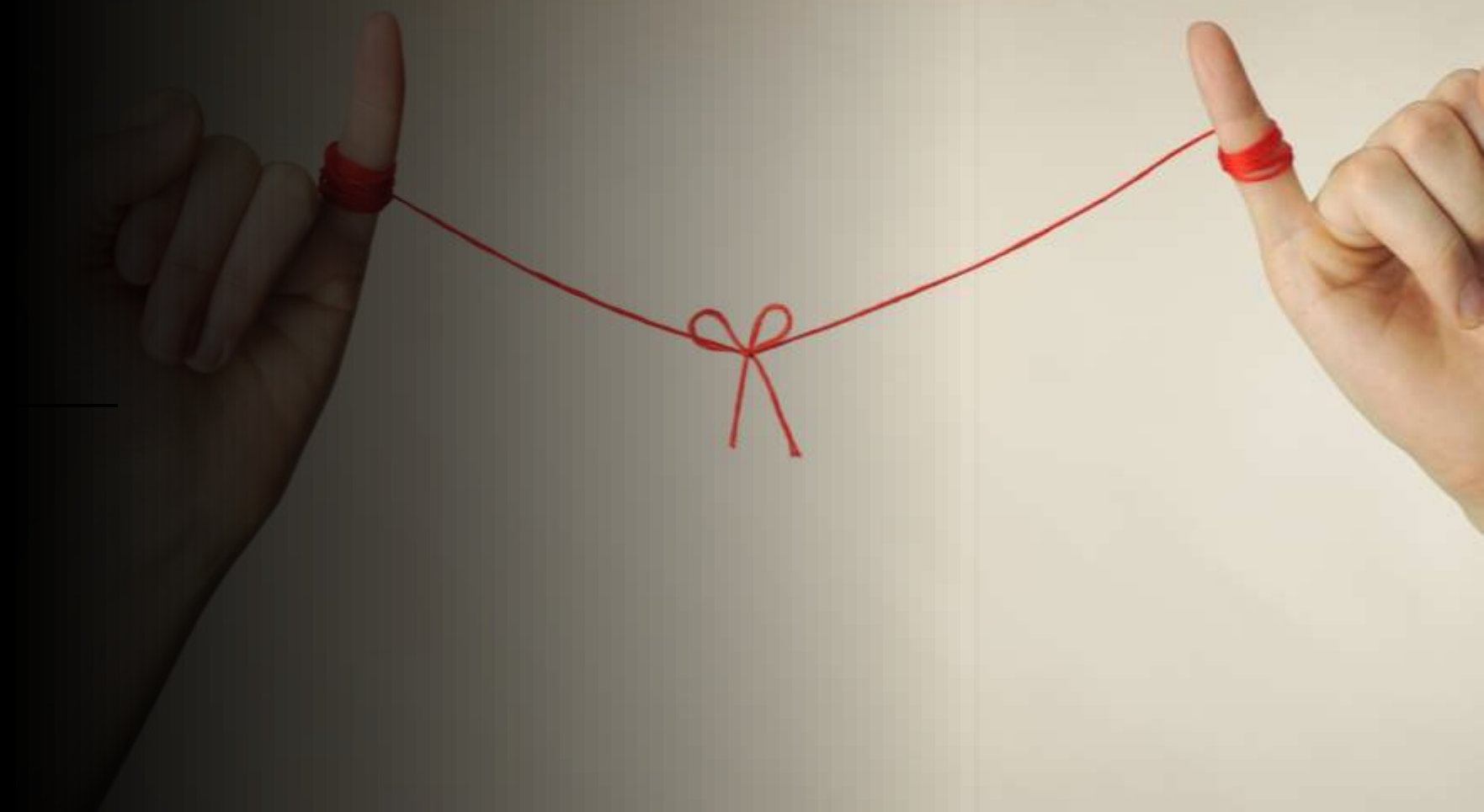**Cost Predictable** – sustainable licensing and support model

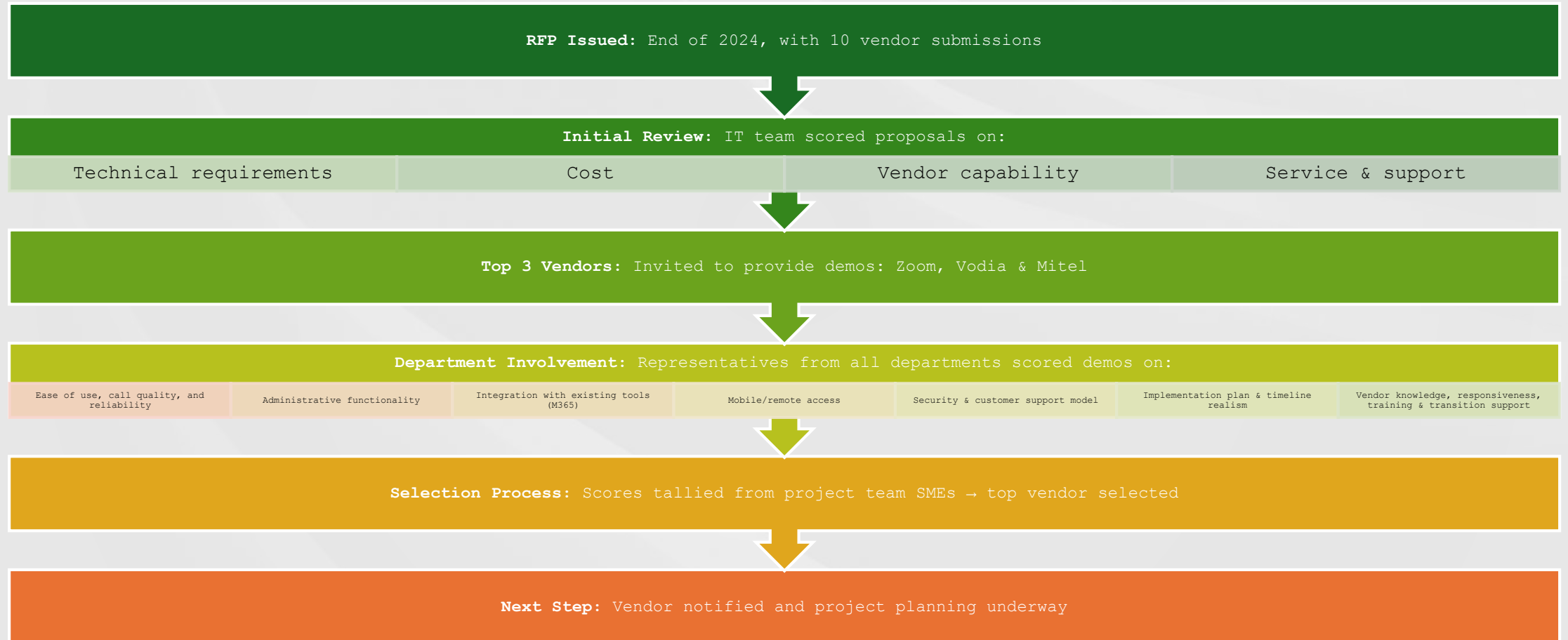**Future-Ready** – scalable for growth and evolving technology

On the Line

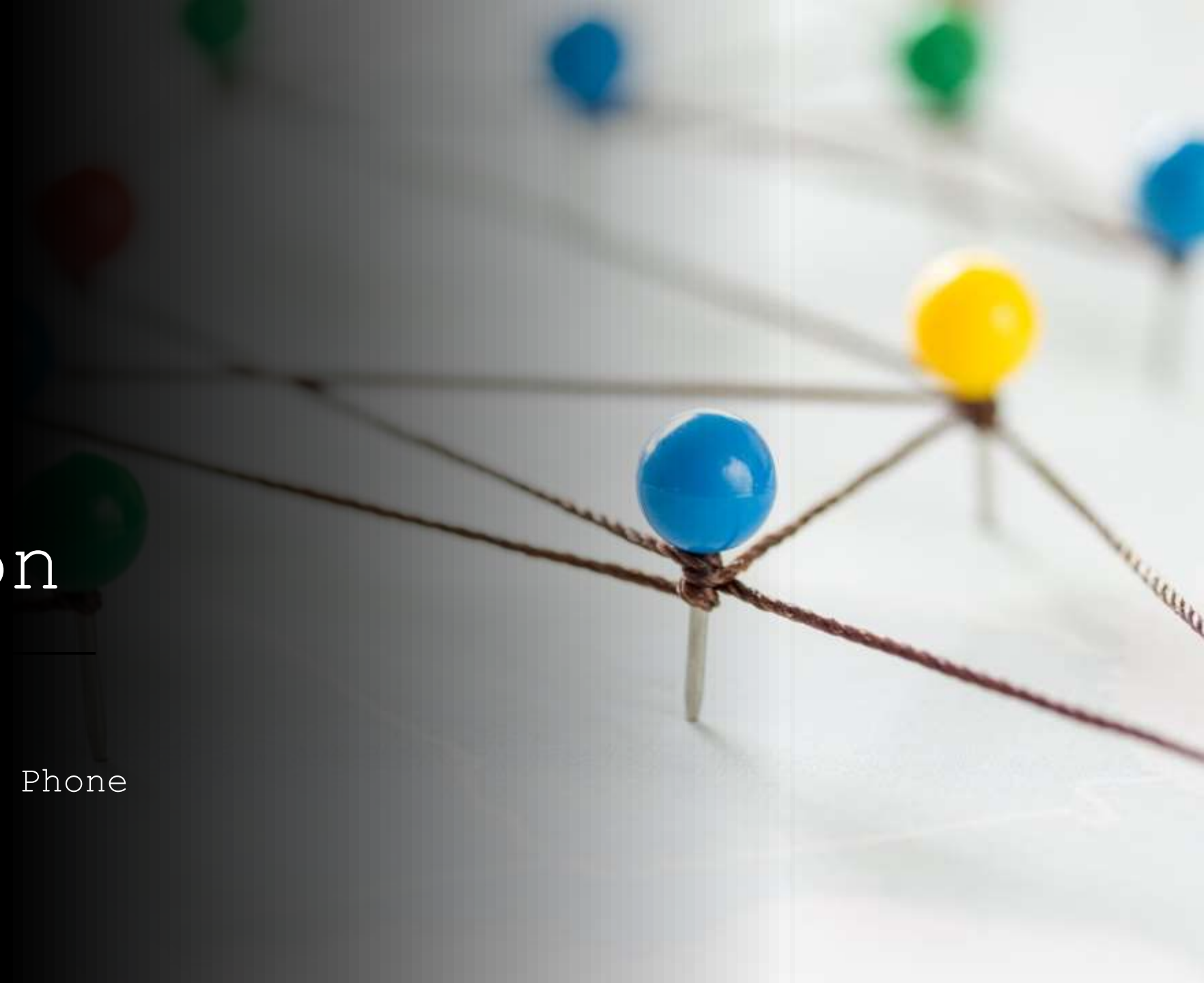EVALUATION

Evaluation: How We Reached Our Decision

RFP Issued: End of 2024, with 10 vendor submissions

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Initial Review: IT team scored proposals on:

| Technical requirements | Cost | Vendor capability | Service & support |

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Top 3 Vendors: Invited to provide demos: Zoom, Vodia & Mitel

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Department Involvement: Representatives from all departments scored demos on:

| Ease of use, call quality, and reliability | Administrative functionality | Integration with existing tools (M365) | Mobile/remote access | Security & customer support model | Implementation plan & timeline realism | Vendor knowledge, responsiveness, training & transition support |

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Selection Process: Scores tallied from project team SMEs → top vendor selected

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Next Step: Vendor notified and project planning underway

Right Connection

SELECTION

Your new system: Zoom Phone

Selecti ✕ TCS TOTAL COMMUNICATION SOLUTIONS   📞 zoom

Best overall fit for the City, selected by employees

Strong integration with Microsoft 365 & existing tools

Reliable call quality and user-friendly experience

Cloud SaaS Benefits:

- **Built-in Disaster Recovery & business continuity**
- **Automatic updates and security patches**
- **Scalable for future growth without major capital expense**

Flexible options: desk phone, desktop client, mobile app

Secure platform with proven support model

Clear, realistic implementation plan & timeline

Competitive, predictable cost structure
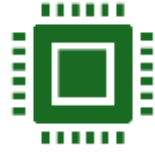
Call Plan

SOW overview & Financials

Zoom Phone Statement of Work & Support Overview

Project Scope

Full Zoom Phone Deployment across the City of Camas (~300 users)

Includes all user licenses, common area phones, and DIDs (Direct Inward Dial)

Integration and setup of hardware: desk phones, conference phones, speakerphones, and headsets

Professional Services

One-Time Implementation Services: $18,889.20 (TCS)

- Covers system architecture, configuration, porting, user provisioning
- Project management & admin training included

Annual Platinum Support: $4,536/year

24x7 priority tech support, account management, and lifecycle planning

Quarterly reviews and Zoom vendor escalation support

Resiliency & Redundancy

$11,040/year, billed annually

TCS Failover Connect: 20GB LTE backup internet connection

Ensures voice service continuity during outages

Total Cost Over 5 Years: *$299,236.41*

Cost Category	Year 1	Years 2-5 (Annual)	5-Year Total
Licensing (Zoom Phone, DIDs)	$34,616.23	$34,616.23/year	$173,081.15
Professional Services (One Time)	$18,889.20	N/A	$18,889.20
Platinum Support (TCS)	$4,536.00	$4,536.00/year	$22,680.00
Failover LTE Plan	$11,040.00	$11,040.00/year	$55,200.00
Hardware & Accessories (One Time est.)	$29,386.06	N/A	$29,386.06

Ringing Ahead

Next steps

Next Steps

Council Approval – finalize SOW with selected vendor 9/15/2025, Consent 10/6/2025

Kickoff Meeting – align project team, vendor, and departments

Implementation Timeline – phased rollout by department or city-wide (depending on impact)

Training & Transition – hands-on support for staff

Cutover & Go-Live –switch to new system

Ongoing Support – vendor + IT team partnership for reliability

Closing - Questions