



STAFF REPORT
10/23/2024

TO: Honorable Mayor and City Council Members

FROM: Jason Stevens, IT Manager

SUBJECT: Authorize the purchase of a Zoom One cloud-based VOIP phone system and appropriate \$60,664.39 from the Unreserved General Fund for this purchase.

STAFF RECOMMENDATION:

Staff recommends that the City Council authorize the purchase of a new Zoom One cloud-based phone system for the amount of \$60,664.39.

BACKGROUND:

The City of Coachella's current ShoreTel phone system was inherited when the city purchased the Corporate Yard building and location many years ago. The ShoreTel phone system is end of life with support and product availability ending. Additionally due to numerous fiber cuts inside and outside of the Coachella Valley there has been multiple times where the cities phone lines have gone down without a failover capability.

DISCUSSION/ANALYSIS:

The IT department planning for this end-of-life situation began the process of evaluating multiple Internet hosted phone systems otherwise known as a hosted VOIP phone solution. Hosted VOIP vendors 8X8, Ring central, 101voice and Zoom phone were all evaluated and compared. After a rigorous evaluation period the executive staff alongside the IT department selected Zoom One Phone as our replacement solution.

There are multiple reasons for this choice. The first and foremost is that the City of Coachella is currently utilizing Zoom Meetings and Zoom Webinars for all of our staff meetings, hybrid council meetings and commission meetings. The performance and reliability of Zoom's services has been stellar. Additionally Zoom offers many additional collaboration and unified communication services under their Zoom One umbrella that other competitors do not offer. Most other hosted VOIP vendors only offer phone service whereas Zoom One offers over 30 additional possible services and applications. Currently the city has licensed around 25 users for Zoom Meetings. This upgrade will extend Zoom Meetings to all users without additional

charges.

With a hosted VOIP phone solution, the city will have a greater level of reliability where if one of our Internet providers go down, our phone capabilities will remain operational. The City of Coachella currently has 4 different independent Internet connections with failover capability. In the event of a fiber cut such as what occurred during cyclone Hillary, our EOC and important phone services will continue to remain available.

The contract for services is a three-year term with payment occurring on an annual basis for phone, meetings and unified communication services. The purchase of the new digital VOIP phones is a onetime purchase. The previous ShoreTel phones are not compatible nor supported by Zoom phone. The city will be contracting with our current phone system vendor Matrix Networks for assistance with migration and training for this project.

ALTERNATIVES:

1. Submit this item for the next budget cycle
2. Not authorize this purchase at this time

FISCAL IMPACT:

With this action, City Council authorizes the appropriation of 60,664.39 from the Unreserved General Fund to account 101-11-161-90-611-000 for 18,600 (Poly Edge Phones), account 101-11-161-90-530-000 for 33,232.74 (Zoon One Service), and account 101-11-161-90-334-000 for 8,831.62 (Matrix Migration Support) for the completion of this project.