



INFORMATION TECHNOLOGY

To: Mayor and Town Council

From: Leigh Johnson, Director of Information Technology

Through: Mario Canizares, Town Manager
Bob Scott, Deputy Town Manager

Re: Town Council Meeting – November 26, 2024

Strategic Visioning Priority: 4. Provide Excellent Municipal Services

Agenda Item:

Consider and act upon authorizing the Town Manager to execute an agreement between Vonage, Inc., and the Town of Prosper, Texas for cloud-hosted telephony services, utilizing the Omnia Partners contract for \$279,270.

Description of Agenda Item:

With the rise of teleconferencing platforms post-covid, it has become clear that Town staff is in need of a phone system that is not only more portable than the current system but also offers seamless integration with collaboration platforms like Microsoft Teams.

The current PBX system is limited in its integration capabilities, and the I.T. department has been spending significant time resolving problems with the system as staff numbers increase. This agreement will facilitate migrating from the current legacy phone system to a cloud-based Unified Communications as a Service (UCaaS) telephony platform.

Savings associated with cancelling the Town's PRI phone lines and annual phone system maintenance (an estimated \$37,500 annually) will subsidize a portion of the additional cost, and in the FY25 adopted budget, Council approved an increase in annual spending to accommodate the rest.

Please note that the Town is exempt from sales and other taxes and is only required to pay the Federal Program Fee. This will result in a savings of \$517.41, reducing the monthly total shown on the quote to \$4,654.47 (\$55,853.64 annually).

Budget Impact:

This item is included in the FY25 approved budget. The annual fee for the Vonage platform is \$55,854 and the total cost of the five-year agreement is \$279,270 and will be funded from Information Technology Account 11014010-56640. Subsequent annual expenditures will be subject to budget appropriations granted in future fiscal years.

Legal Obligations and Review:

Terrence Welch of Brown & Hofmeister, L.L.P., has approved the agreement as to form and legality.

Attached Documents:

1. Vonage order
2. Vonage Terms of Service
3. Legal Review

Town Staff Recommendation:

Town Staff recommends that the Town Council authorize the Town Manager to execute an agreement between Vonage, Inc., and the Town of Prosper, Texas for cloud-hosted telephony services, utilizing the Omnia Partners contract for \$279,270.

Proposed Motion:

I move to approve authorizing the Town Manager to execute an agreement between Vonage, Inc., and the Town of Prosper, Texas for cloud-hosted telephony services, utilizing the Omnia Partners contract for \$279,270.