



## AGENDA ITEM ANALYSIS

Project/Issue Name: 20-R-13 A Resolution of the City Council of the City of Republic, Missouri, Awarding the Bid for the Phone System.

Submitted By: Josh Jones, IS Director

Date: May 19, 2020

### Issue Statement

To award the bid contract for a cloud hosted VoIP city-wide phone system solution.

### Discussion and/or Analysis

The City of Republic solicited sealed bids for cloud hosted VoIP phone system solutions in order to improve city wide telephony quality, reliability, serviceability, mobility, and overall operation for use by staff. Eight total bids were received in the form of cloud hosted VoIP phone system contract offerings as summarized below.

<b>Solution</b>	<b>Monthly</b>	<b>Yearly Service</b>	<b>One Time Cost</b>	<b>Contract Term</b>	<b>Contract Total</b>
All Covered	\$ 3,349.94	\$ 40,199.28	\$ -	3	\$ 120,597.84
Jive	\$ 2,342.04	\$ 28,104.48		3	\$ 84,313.44
Mitel	\$ 2,061.00	\$ 24,732.00	\$ 12.00	3	\$ 74,196.00
Momentum	\$ 2,488.00	\$ 29,856.00		3	\$ 89,568.00
Rayfield Communications	\$ 1,758.08	\$ 21,096.96	\$ 18,152.62	N/A	N/A
STL Communications	\$ 3,879.75	\$ 46,557.00		5	\$ 232,785.00
Vertical	\$ 1,961.65	\$ 23,539.80		3	\$ 70,619.40
Verizon	\$ 2,725.00	\$ 32,700.00	\$ 10,732.00	N/A	N/A



The City currently utilizes an on-premise 3COM PBX VOIP phone system installed around 2005. The average phone system hardware life expectancy is 7 to 10 years. Since the selection and install of the system in place, the proprietor of the technology sold to another company and the technology itself has been discontinued and without support service available. Operating with the system's original hardware, staff experience regular service interruption and hardware difficulties. Furthermore, replacement of compatible hardware is only available in refurbished form from mostly irreputable third party sources.

Entering into an agreement with a cloud hosted VoIP phone system vendor will result in vast improvement among many technology related city processes, first and foremost in a network data transfer capability, increasing our current network speed limitation from 100 mbps to 1000 mbps speeds. In addition, this agreement will include all new system hardware, mobile application, vendor support for hardware, system maintenance, and upgrades, phone system training and user technical support, service level agreement for system availability assurance, SIP phone line hosting and management, and significant cost savings with the removal of currently used AT&T landlines.

#### **Recommended Action**

IT staff participated in product demonstration of the most competitive solutions. Review of these solutions included careful consideration of cost, contract structure, service, support, quality, alignment with industry trends, long term challenges and goals, and overall user-friendly operation for improvement of staff's technical environment. As a result, the staff recommends approval of this Resolution awarding the bid to Mitel in the contract total amount of \$74,196.00 over 3 years (\$2,061.00 monthly) with a one-time upfront cost of \$12.00. Mitel's bid offers a quality and reputable solution with all-inclusive hardware, management, and support that will empower staff, advancing collaboration and departmental processes to new heights.