

VILLAGE OF ROSCOE

AGENDA ITEM - STAFF REPORT



Agenda Item: Approval of an Agreement with RingCentral to provide the Village's telecommunication services.

Date: December 12, 2024

Meeting: Village Board – 12/19/2024

Prepared by: Anne Hanson / Joe Kurlinkus

Department: Administration

Overview/Background Information

Village Staff has been seeking different options for upgrading its telecommunications infrastructure. The Village's current system is a locally installed PBX system located at Village Hall, which relies on several Frontier phone lines connected to the system for incoming calls, and network based outgoing lines provided by Fusion. This system relies on all Village phone extensions being physically wired into a central point in Village Hall, and any changes to extensions or locations relying on a service call to our current telecommunications provider. To complicate this further, the Public Works Building relies on an always on VPN connection into the Village Hall, in order to connect into the Village's system, and have phone service available to them.

Because of this, the Village has been seeking a shift for internal telecommunications infrastructure to a more modern cloud-based, unified communications model. This will entail moving away from physical on-site PBX to a hosted solution, allowing staff access to Village telecommunications through multiple avenues including telephones on desks, software accessible through a computer, or using a smart phone. Once implemented, staff anticipates the new telecommunications environment will increase internal efficiencies, flexibility, and prove to be more cost-effective than maintaining the physical phones and local phone system servers. The new phone system will allow residents to reach a staff member much quicker and avoid a lengthy message to do so. Staff will also be able to answer their desk phone from anywhere or forward it, if necessary, when they are out of the office.

Through the intergovernmental agreement the Village has with its cooperative purchasing partner, Sourcewell, the Village solicited sealed proposals for unified communications system, receiving responses from approximately 20 service providers, which were evaluated and ranked based on several attributes including: Depth and Breadth of Offered Equipment, Products, or Services, Ability to Sell and Deliver Service, Financial Viability and Marketplace Success, and Pricing. While the majority of the providers were determined to provide a solution which would improve on the Village' telecommunications system, staff made the final decision to recommend RingCentral based on several key factors, including as follows:

- RingCentral is an industry leading platform that will seamlessly combine audio, visual, text, conferencing, and faxing across all devices within the Village system.
- The administrative portal of the selected provider, as a strong functionality- based and user friendly platform. The selected vendor also has over 100 other governmental installations and is utilized by a number of Illinois municipalities, demonstrating public sector success in organizations of a similar size, and also serves as a resource for the system managing team.
- RingCentral provides a robust system for a significantly reduced governmental price in comparison to other providers.

Fiscal Note/Budget Impact

Hardware: The purchase of the phone hardware is a 2024 Budgeted Expense. The one-time investment into the equipment is approximately \$7,400.00 and this includes 32 phones.

Monthly Service Cost: With the implementation of this new system, the Village will save approximately \$800.00 per month in telephone service. The Village currently pays Frontier and Fusion approximately \$1,200 per month to provide incoming and outgoing lines for the PD, Public Works, and the Police Department. Our new monthly cost will be approximately \$450.00 per month for a 3-year contract term.

Installation: Professional services for installation of this system are quoted at \$4,106.40 and include project management and full implementation, setup, and customization of the system.