



Memorandum

To: Mayor Nelson and Members of the City Council

Cc: Daniel Buchholtz, City Administrator

From: Wanda Brown, Deputy City Clerk

Date: January 31, 2023

Subject: Phone System Proposal

The City of Spring Lake Park utilizes a phone system that is approximately 19 years old. In 2018, the phone system was upgraded with new voicemail firmware and a box, Cady Business Technology informed the City in 2021 that our current phone platform was obsolete and would no longer be supported by Mitel. At that time staff decided to keep the system, and just replace the phones as they died out. During 2022 the phones have systematically began to fail. Since compatible phones are no longer manufactured, we have had to replace them through the secondhand vendors. With the news of end of life, Staff budgeted funds in 2023 for a system replacement in the General Fund.

Staff met with Cady Business Technologies, our current vendor, and discussed moving the phone system to the Cady Cloud. The benefits of moving to a cloud-based system include the following:

- Phone rental –if phone needed to be replaced, there would be no cost.
- No maintenance on site since everything is stored in the Cloud – the Cloud system will have 5 layers of failover built in to make sure it is always working. In addition to that, if power went out in City Hall the phone system would still work since it is offsite, and staff would be able to use it via cell phone apps even if the building internet or electricity is out.
- No more hardware to replace as it ages out.
- Mobility - desktop and mobile apps that work as the office desk phone, so calls can be made and received from anywhere without transferring or using personal numbers.
- Greater flexibility- simple to expand users as needed without having to add additional costly equipment
- Expanded features that will contribute to improved operational efficiency and communication (For example, there are built-in chat and instant message abilities, screen share, video calls, and presence indicators so that you can share info much more quickly than phone calls and emails.).
- Streamline/Consolidate: Conferencing and online meeting capabilities are built in - no need for other platforms and applications for conference calls and meetings such as Teams, Zoom, etc.

The cost to install the system is \$1,580.00 (see page 14 of proposal). The monthly fee includes phone rental, approximately \$810.14 (see page 14 of proposal), and the Gold Support Plan is included in our monthly plan.

The phone system will operate over the City's internet connection. We will be able to cancel the City's phone contract with Popp Telecom, thereby offsetting \$464.13 per month, and offsetting a \$158.20 per month for support for the existing server, plus any support costs.

Staff recommends approval of the quote from Cady Business Technologies. If you have any questions, please contact me at 763-784-6491.



Proposal and Agreement

For

City of Spring Lake Park

Prepared for:

Wanda Brown
City of Spring Lake Park

Prepared by:

Stephanie Cantu
Cady Business Technologies

Prepared on: 12/6/2022

Agreement # 1

Statement of Work # 1

Version # 3

Contact Information

END USER

| | | | |
|-----------------------|--|---------|------------------|
| Company Name: | City of Spring Lake Park | | |
| Site Address: | 1301 81st Avenue NE, Spring Lake Park, MN, 55432 | | |
| Primary Contact Name: | Wanda Brown | | |
| Phone Number: | 0 | E-mail: | wbrown@slpmn.org |

PROVIDER OF SERVICES

| | | | |
|-----------------------|---|---------|----------------------------|
| Company Name: | Cady Business Technologies | | |
| Site Address: | 3030 Harbor Lane North, Suite 104, Plymouth, MN 55447 | | |
| Primary Contact Name: | Stephanie Cantu | | |
| Phone Number: | 763-402-7328 | E-mail: | stephanie.cantu@cadybt.com |

PROVIDER OF SERVICES

| | | | |
|-----------------------|--------------|---------|-------------------------|
| Project Manager Name: | Mike DeSisto | | |
| Phone Number: | 763-452-4306 | E-mail: | mike.desisto@cadybt.com |

About Cady Business Technologies

At Cady Business Technologies, our staff provides the highest level of customer support in the industry. We will go the extra mile when it comes to ensuring our customer's phone systems are working properly. Our technicians are available 24x7x365 and we offer emergency support that includes both remote and on-site support.

We offer multiple support plan options, one of which is all-inclusive, which means we don't charge every time a tech remotes into a customer system or performs service on-site to add, move or change phones (excludes cabling).

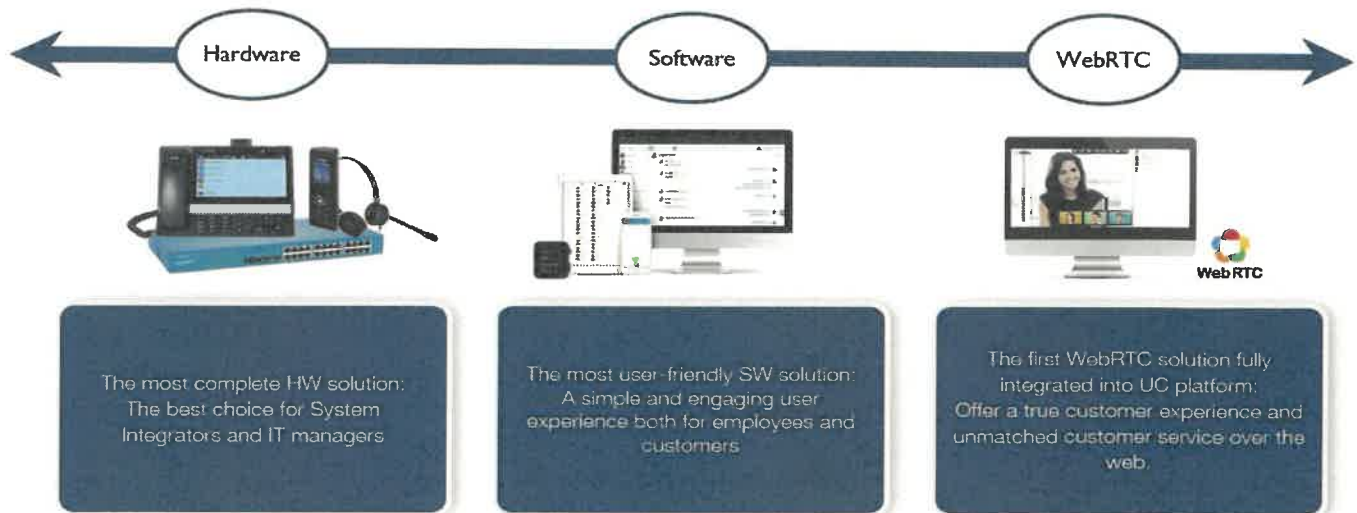
Cady Business Technologies boasts over 150+ years of combined experience in the telecommunication industry. We are an authorized Wildix Partner, and specialize in both premise and hosted systems. Cady provides nearly every facet of communications solutions.

Following is a summary of our comprehensive portfolio:

- **Premise and Cloud based phone systems**
- **Wireless/Cordless phones and/or headsets**
- **Nurse Call Systems**
- **Appointment Reminder Applications**
- **Call Recording Applications**
- **Contact Center Applications**
- **Paging Systems**
- **Data Switches and Routers**
- **Cabling**
- **Network Services**
 - **Local**
 - **Long Distance**
 - **Internet**
 - **Wide Area Network (WAN)**
 - **SD-WAN**

Proposed Solutions

The Most Complete UC Solution



Benefits of Unified Communications

Efficiency

With less time spent on communication and on information exchange, you have more time to do your work. Communication-enabled business processes boost your efficiency and productivity.

Simplicity

Wildix has developed a brilliantly simple web-based solution that runs on any operation system and does not require any additional installations or end-user trainings.

Marketing

Wildix offers efficient and instant tools that bring your online services to the new level, allowing the client to communicate with the company on the corporate website.



Cady Cloud - True Unified Communications

Make It: "Simple"

- DEPLOYMENT
- BROWSER-BASED
- SINGLE APPLICATION TO LEARN
- EASY TO USE or POINT & CLICK
- INTUITIVE



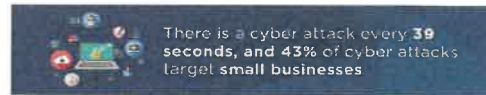
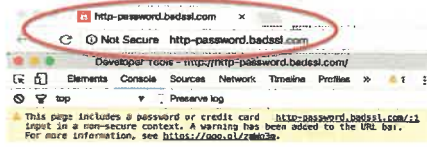
Make It: "All Inclusive"

- 1 APPLICATION
- TRUE UC&C



Make It: "Secure By Design"

- [WEBRTC](#)
- [HTTPS](#)
- [GDPR](#)



Make It: "Untethered"

- NO SOFTWARE
- ANY DEVICE
- CONTINUITY
- BROWSER
- MAC or PC



Make It: "Relevant"

- SCALEABLE
- ALWAYS NEW
- ENTERPRISE TECHNOLOGY AT AN AFFORDABLE PRICE
- WORK FROM ANYWHERE, FROM ANY DEVICE

| Licensing Profiles | | | | |
|--|-----------|--------------|-------------|------------|
| Features | PBX-BASIC | UC-ESSENTIAL | UC-BUSINESS | UC-PREMIUM |
| Concurrent Calls per User | 2 calls | 4 calls | 8 calls | 8 calls |
| Devices per User | 1 | 10 | 10 | 10 |
| 100+ Phone Services | ✓ | ✓ | ✓ | ✓ |
| Mobility | | | | |
| Internal Collaboration: Chat - File Sharing - iPhone/Android Apps | - | ✓ | ✓ | ✓ |
| WebRTC Kite: Collaborate with customers over the web | - | - | ✓ | ✓ |
| WebRTC ubiconf: Live Conference Meetings - Recording - Facebook & Youtube streaming | - | - | ✓ | ✓ |
| WebAPI – TAPI integration: Connect online and offline CRM | - | - | ✓ | ✓ |
| CDR-View: Data analysis for managers - Contact Center Manager | - | - | - | ✓ |
| WBI Wildix Business Intelligence*: Text to speech and Dynamic IVR - Automatic speech Transcription - Receive Voicemail as text - Dial by name | - | - | - | ✓ |

Licensing Profiles

PBX-Basic

Basic licenses are designed for simple phone Services like unattended phones, hotel rooms and users that don't use a PC or smartphone.

- 1 Device for each user
- Phone book on phones (without presence)
- Voicemail
- Fax machines / doorphones
- Basic Contact center (ACD) agent

UC-Business

- Outlook integration
- 25 person external video conference (WebRTCsecure)
- CRM integration (screen pops, dialing out, etc)
- Kite -- Chat, audio, video, and desktop sharing from the company website (WebRTC secure)
- PC attendant console
- Predictive dialer API, WebAPI

UC-Essential

- 10 Devices for each user
- Click to dial / highlight and dial
- iPhone / Android client
- Live presence in Phonebook
- Active Fax server for all users
- Chat and presence
- Post-it
- Internal video calling
- Desktop sharing and file transfer
- Call recording

UC-Premium

- CDR View (reporting)
 - Voicemail to email transcription
 - Contact center (ACD) supervisor
 - Worldwide phonebook*
 - Hotel PMS integration
 - Premium Plus advanced contact center (ACD) agent and/or supervisor
- * System wide feature. One license activates the entire system.

VoIP and WebRTC Phones



Vision

Android OS
 7" color display 1024*600
 Touch screen display
 Presence & Chat
 (2) 10/100/1000 Gigabit
 Ethernet ports

Camera, 2 Mega Pixels
 WebRTC video conferencing
 802.3az Green Ethernet
 Broadband HD audio
 WiFi 802.11 b/g/n
 Bluetooth 2.0

Up to 120 BLF keys
 PoE IEEE 802.3af
 PBX Directories
 Synchronized call history
 with PBX



Workforce

Presence
 PBX Phonebooks
 2.8" color display 320*240
 Caller image
 2 x 10/100/1000 Gigabit Ports
 16 BLF keys
 802.3az Green Ethernet
 Support of headset adapter

VoIP and WebRTC Phones



WelcomeConsole

4.3 color display 480*272
 Max 60 BLF (phone + ext module)
 1 Extension module WP490EXT included
 Up to 3 ext. modules supported
 USB Headset support

Presence monitoring in phonebook
 Caller image
 2 x Gigabit port 10/100/1000
 802.3az Green Ethernet
 Support of WPEHS



W-AIR Office

Super Wide Roaming Area DECT Phone.
 A productivity boost for your office

- 2" TFT display (240 x 320)
- Presence
- HD wide band audio
- Integrated phonebooks
- Speakerphone
- 3.5 mm headset jack
- Ruggedized design
- Vibration
- Belt clip

W-AIR Lifesaver

The DECT Phone designed to protect Life
 and Business

- All the features of W-AIR Office, plus:
- 2" TFT display, 176x220
- Lone worker alarms
- Pull cord
- IP65

W-AIR Med

The Antibacterial Phone to protect your
 Health and Business

- All the features of W-AIR Office, plus:
- Antibacterial coating
- IP65

Presence, Collaboration and Mobility

- Rich presence and availability
- Dynamic Status
- Desk phone / softphone
- Corporate Directory
- Point-to-point video
- Click-to-call
- Secure instant messaging
- Collaboration
- Call History
- **WebRTC Kite to the outside world**
- Integration with Microsoft® Outlook®, Office 365, and Google
- Mobility support for Android, iPhone, and iPad

Powerful, easy-to-use application for all business communication and collaboration



Uniform User experience & Single sign-on over all Platforms

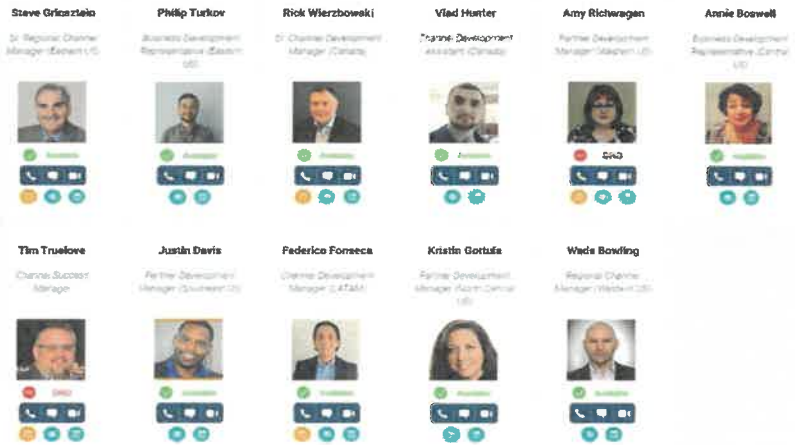
Collaboration Mobile



WebRTC Kite

With Kite, a website visitor can communicate with the company call agents via: **chat, audio and video call, desktop sharing and file transfer**, all this with just one click.

Kite is **fully integrated into the Cady Cloud Unified Communication system** and it turns the corporate website into an efficient marketing tool.



Enhanced Call Recording

Recordings are accessed through Detail reports. Once you find the call record you are looking for, you can listen to the call by clicking the speaker icon beside it

| Date | Time | Duration | End Time | Stn | I/O | Phone Number | Location | |
|------------|-------------|----------|-------------|-----|-----|------------------|--------------------|--|
| 05/18/2018 | 11:05:00 AM | 00:00:04 | 11:05:04 AM | 518 | I | 1-(416)-847-5240 | TORONTO, ON | |
| 05/18/2018 | 11:31:00 AM | 00:00:49 | 11:31:49 AM | 518 | I | (250)-470-1061 | KELOWNA, BC | |
| 05/18/2018 | 11:38:00 AM | 00:07:55 | 11:45:55 AM | 506 | O | (250)-470-1061 | KELOWNA, BC | |
| 05/18/2018 | 11:42:00 AM | 00:01:44 | 11:43:44 AM | 503 | O | (778)-478-1001 | KELOWNA, BC | |
| 05/18/2018 | 11:48:00 AM | 00:04:00 | 11:52:00 AM | 501 | I | 1-(508)-356-7662 | CATAUMET, MA | |
| 05/18/2018 | 11:51:00 AM | 00:00:03 | 11:51:03 AM | 506 | O | 1-(800)-736-5740 | | |
| 05/18/2018 | 12:11:00 PM | 00:29:53 | 12:40:53 PM | 500 | I | 1-(530)-865-0298 | ORLAND, CA | |
| 05/18/2018 | 12:44:00 PM | 00:19:07 | 1:03:07 PM | 500 | I | 1-(519)-433-3033 | LONDON, ON | |
| 05/18/2018 | 1:36:00 PM | 00:22:37 | 1:58:37 PM | 501 | I | 1-(780)-809-1666 | EDMONTON, AB | |
| 05/18/2018 | 1:49:00 PM | 00:03:47 | 1:52:47 PM | 506 | O | 1-(800)-736-5740 | | |
| 05/18/2018 | 1:57:00 PM | 00:11:40 | 2:08:40 PM | 500 | I | 1-(250)-572-0738 | SOUTH KAMLOOPS, BC | |
| 05/18/2018 | 2:03:00 PM | 00:27:03 | 2:30:03 PM | 501 | O | 1-(408)-550-2809 | SAN JOSE WEST, CA | |

Security can be enabled in the software to limit who has access to Call Recording & Reporting and who can listen to recordings. Give Department Managers access to the Stations that belong to their Department or allow individual users access to only play recordings for their station.

Edit User

User Name:

Password:

*Clear entire password before changing.

Role: Administrator (Unable to Change)

Users

| USER NAME | ROLE |
|---------------|----------------|
| Administrator | Administrator |
| Alycia | Administrator |
| Craig | Administrator |
| John | Limited Access |
| natasha | Administrator |
| Slave | Limited Access |
| Super Admin | Super Admin |
| testadmin | Administrator |
| tyze | POPUP Only |

Listen, Grade, and add any relevant notes to call recordings for quality and training purposes. Email or save the entire recording or a portion as a Wave or MP3 file. The Playback History provides you with a history of anyone who has previously viewed the recording.

Call Recording

Date: 9/27/2018 at 9:07 AM Outgoing call from Extension: 303 (Natasha Nichols) Phone: 1-(800)-217-1194 for 77 seconds

▶ 1:07 / 1:27

Playback History

| ACTION | DATE | USER NAME | MACHINE NAME |
|---------------|----------------------|-----------|--------------|
| View Playback | 9/27/2018 9:31:04 AM | | 92.168.0.141 |

Call Grading

Nothing selected

Premium Plus Contact Center

Light

Agile

Effective

Web-based and cloud-hosted, no installation is required

Provides you with **constant feedback allowing you to improve** your customer experience

Fully integrated into the Wildix communication system and **monitors all agents' devices including mobile**

Highlights

- *Real-time stats and actions*
- *Four types of predefined reports (distribution, answered, unanswered calls, agent reports)*
- *Advanced search*
- *CSV, PDF, XLS export, PNG export for charts*
- *Scheduled reports and alarms via email*

Reports:

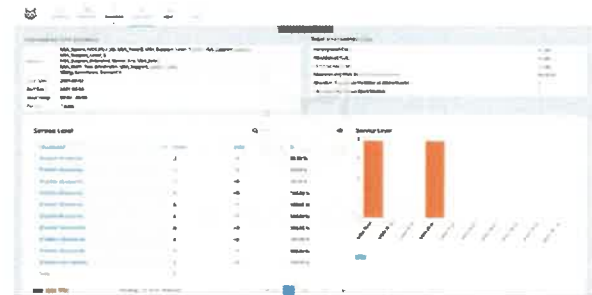
- ★ *Calls*
- ★ *Chats*
- ★ *Webinars*
- ★ *+ more*

Metrics:

- ★ *Service Level*
- ★ *Abandon Rates*
- ★ *Call Distributions*
- ★ *Agent Activity*
- ★ *+ more.*

Real-Time Wallboard

- ★ *Real-time -*
- ★ *Agent Status*
- ★ *Queue Status*



Schedule of Equipment and Services

| Quantity | Item | 60-Month Term | | Installation | |
|----------|---|---------------|------------------|--------------|------------------|
| | | Monthly Each | Monthly Extended | Install Each | Install Extended |
| 1 | Base Hosted Package | \$59.95 | \$59.95 | \$200.00 | \$200.00 |
| 1 | Wildix Welcome Console | \$10.19 | \$10.19 | \$20.00 | \$20.00 |
| 29 | Wildix Workforce SIP HD Gigabit phone, color display, 16-button | \$3.96 | \$114.87 | \$20.00 | \$580.00 |
| 3 | EPOS SD 10 ML - US DECT wireless office headset, single-sided, base station, headband and ear hook. | \$9.32 | \$27.96 | \$5.00 | \$15.00 |
| 3 | Nonda USB-C (Male) to USB (Female) Adapter | \$0.28 | \$0.83 | \$5.00 | \$15.00 |
| 3 | Enhanced Fax to Fax Service, including unlimited inbound faxing | \$24.95 | \$74.85 | \$20.00 | \$60.00 |
| 3 | Fax ATA device. Required to plug in fax machine. | \$3.00 | \$9.00 | \$40.00 | \$120.00 |
| 12 | PBX Basic 1 user (6-50) | \$11.16 | \$133.89 | \$50.00 | \$600.00 |
| 29 | UC Essential 1 user (6-50) | \$17.29 | \$501.29 | \$70.00 | \$2,030.00 |
| 1 | UC Premium 1 user (1-5) | \$34.82 | \$34.82 | \$120.00 | \$120.00 |
| 10 | SIP Trunk Voice Path -- Includes unlimited outbound LD | \$12.95 | \$129.50 | \$20.00 | \$200.00 |
| 42 | E911 Per Station Enhanced Location Identification (1 per station, requires DID number) | \$1.50 | \$63.00 | \$10.00 | \$420.00 |
| 1 | Monthly Discount | (\$350.00) | (\$350.00) | \$0.00 | \$0.00 |
| 1 | Installation Discount | \$0.00 | \$0.00 | (\$2,800.00) | (\$2,800.00) |

Monthly Total **\$810.14**

Install **\$1,580.00**

Pricing excludes taxes and is valid until 1/5/2023

Monthly Amount Accepted (check and initial):

- Note 1:** Customer to provide Managed Layer 3 POE data switches to power IP phones. If any IP phone requires local power, power adapters will need to be added.
- Note 2:** Customer must have existing high-speed internet connection to bring in SIP trunks and DID numbers. Voice quality is dependent on the quality of the high speed internet service.
- Note 3:** Agreement is subject to change due to manufacturer pricing and availability.

Acceptance

By signing the below, The Undersigned confirms their acceptance of the Terms and Conditions set forth at <http://cadybt.com/hosted-voice-terms-conditions> and gives Cady BT the ability to proceed with the work described herein. In addition, by signing this document, The Undersigned acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section if included in this document. If this proposal includes a Total Solutions Support option, The Undersigned further confirms their acceptance of the Terms and Conditions set forth at <https://cadybt.com/terms-conditions/cbt-total-solutions-support-terms-conditions>, which are hereby incorporated by reference and made a part hereof. The Terms and Conditions are subject to change without notice. The Undersigned gives Cady BT the ability to provide the level of support chosen by The Undersigned.

Cady Business Technologies

City of Spring Lake Park

Authorized Representative

Authorized Representative

Printed Name

Printed Name

Title

Title

Date

Date

Invoice

Cady Business Technologies

Phone: 763-398-8111
 Fax: 763-493-6346
 3030 Harbor Lane N, Suite 104
 Plymouth, MN 55447



Invoice #2239

Date: 12/6/2022

Bill To:

City of Spring Lake Park
 Wanda Brown
 1301 81st Avenue NE
 Spring Lake Park, MN, 55432

| | | | | |
|-----------------|--------------------|------------------|-----------------|------------------|
| <u>Acct No.</u> | <u>Customer PO</u> | <u>Sales Rep</u> | <u>Ship Via</u> | <u>Terms</u> |
| | | Stephanie Cantu | Delivered | Due Upon Receipt |

| Qty. | Item ID | Description | UOM | Price Each | Total |
|------|-----------|-------------------------|-----|------------|------------|
| 1 | Install | Up Front Install Amount | EA | \$1,580.00 | \$1,580.00 |
| 1 | 1st Month | First Month Payment | EA | \$810.14 | \$810.14 |

Total Amount Due: \$2,390.14
 (does not include taxes)