



TO: Jim Scholl, City Manager

FROM: Patti Mclauchlin, Information Technology Director

DATE: 2/23/2016

SUBJECT: City of Key West VoIP Phone System Replacement

ACTION:

The City of Key West City Commission is respectfully requested to approve the purchase of the following phone system equipment needed for the Josephine Parker City Hall, and all city locations from GovConnection at a total cost of \$228,947.43. Pursuant to Section 2-797(4) (b), Exemptions, Best Interest of the City, a waiver of formal bid procedures as required by Section 2-771(3) (b) of the city code is requested. This request is supported by three (3) quotes obtained for the required phone system from GovConnection, Blackbox, and 4it-inc.com (attached). It is not believed that a formal invitation to bid would result in a lower price per unit than the price being offered by GovConnection, which is less than the State Florida WSCA contract (14-1943220000-WSCA-14-ACS). Staff requested quotes from vendors on the contract schedule and did not receive a response.

BACKGROUND:

The current system that serves all City facilities (City Hall, Police Department, Fire Department, and all remote City Departments) was originally installed in 2000. Due to the age of the existing system it is costly to maintain and support. The current system does not have the features that newer systems offer. There is no system redundancy should the phone system fail.

Over the past year, staff has been researching new technology options for a phone system replacement that would meet current and future needs for the City of Key West. Staff took into consideration technology enhancements, functionality, redundancy, and fiscal impact. After researching these options, Staff has been working with Shoretel to analyze the City's existing phone system and its future telecommunication needs. Based on this research, Staff requested the attached system configuration. The pricing that was provided is less than the State of Florida WSCA contract (14-1943220000-WSCA-14-ACS).

The configuration submitted by GovConnection includes the following scope of work:

- Delivery, setup, configuration, and testing of all hardware and software components.
- Implementation, setup, and testing of E911 functionality.
- Implementation, setup, and testing of centralized management and report system.
- Onsite training for up to 160 users.

SHORETEL FEATURES - CITY REQUIREMENTS

The City is seeking a ShoreTel phone and IP based phone system. The system and applicable related components meet the following criteria:

Modular – The system is modular in such that the City of Key West can enable and/or add additional features, as needed.

Scalable – The system meets the City of Key West enterprise size requirements.

Redundant – The system is capable of providing highly redundant services to the City of Key West, the City of Key West Police Department and the City of Key West Fire Department.

Secure – The system shall provide secure method(s) for administration via local/remote logon, administrative software, and/or web interface. Additionally, the system shall support secure/encrypted signaling and media transmission.

Recoverable – The system supports backup and the restoration of operations. Backup operations are automated such that the most recent copy of data can be restored (e.g., system crash, disaster recovery, etc.).

Reporting – The system has reporting capabilities that include but are not limited to detailed call reports, infrastructure performance, etc...

Voicemail – The phone system includes a voicemail system for all extensions as well as mailboxes for employees that have no extension. Once the initial voicemail system is configured, the City of Key West will maintain it, setup new voicemail boxes or remove voicemail boxes.

Call Accounting: The City of Key West would have a call accounting system to include but not limited to tracking incoming and outgoing calls, length of time spent on a call, numbers called, extensions called as well as customized reports for all call accounting.

Integration with computers and Outlook: The City of Key West uses Windows based PC's. Calls can be made from the users' computer by either highlighting a phone number on the computer screen or through Microsoft Outlook. The system supports Outlook 2007 and above.

FINANCIAL IMPACT:

The FY 2015-16 approved budget contained a \$250,000.00 appropriation for a new City wide VoiP phone system under accounting code 303-1900-519.62.

Future reoccurring cost for annual support will be \$20,292.06 per year.

RECOMMENDATION:

Staff has worked with Shoretel Systems on the equipment and software configuration. Using this configuration staff received a quote from GovConnection using the State of Florida WSCA contract (14-1943220000-WSCA-14-ACS). GovConnection provided lower pricing than what is listed on the contract pricing schedule.

Staff recommends that the City of Key West purchase the following budgeted equipment for the Josephine Parker City Hall phone system from GovConnection in the amount of \$228,947.43.

Item #	Mfg Part #	Desc	Price	Qty	Ext Price
16959136	30134	License Virtual Phone Capacity Qty 1 ShoreTel	\$25.50	10	\$255.00
16959152	30136	Virtual Phone Capacity 200 ShoreTel	\$2,833.34	2	\$5,666.68
16959144	30135	Virtual Phone Capacity 50 ShoreTel	\$991.67	1	\$991.67
	SHO-10526	ShoreTel Voice Switch ST1D - Requires Connect ONSITE	\$1,700.00	2	\$3,400.00
	SHO-10531	ShoreTel Voice Switch ST24A - Requires Connect ONSITE	\$1,700.00	2	\$3,400.00
	SHO-10495	ShoreTel IP Phone IP420, 10/100	\$107.11	15	\$1,606.65
	SHO-10497	ShoreTel IP Phone IP480g, 10/100/1000	\$204.76	400	\$81,904.00
	SHO-10429	ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	\$424.44	5	\$2,122.20
	SHO-10384	ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone Handset, Base and Charger	\$339.44	3	\$1,018.32
	SHO-30145	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability.	\$56.10	20	\$1,122.00
	SHO-30147	Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desktop client with IM, collaboration, softphone and video. Also includes Web and App dialer licenses	\$112.77	450	\$50,746.50
	SHO-30149	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobility clients with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator	\$282.77	1	\$282.77
	SHO-30043	SIP Trunk Software License - For hardware-based deployments	\$28.34	15	\$425.10
	SHO-21020	Distributed Voice Services License	\$563.84	1	\$563.84
	SHO-30044	Additional Site License	\$280.50	1	\$280.50
	SHO-30091	10 Concurrent Audio Conferencing Ports	\$991.67	1	\$991.67
	SHO-30093	10 Concurrent Web Conferencing Ports	\$991.67	1	\$991.67
	SHO-18009	ShoreWare Emergency Notification, 6 or More	\$3,116.67	1	\$3,116.67
	SHO-18023	ShoreTel Contact Center Real-time Monitoring Bundle	\$1,700.00	1	\$1,700.00
	SHO-60047	Analog Harmonica and Telco cable (FF)	\$72.23	2	\$144.46
	SHO-60153	IP 420 Wall Mount Kit	\$16.67	15	\$250.05
	SHO-10223	ShoreTel Voice Switch Rack Mount Tray Gen4	\$0.00	2	\$0.00
	SHO-30156	ECC Version 9 Connect Base 10 Package	\$4,818.94	1	\$4,818.94
	SHO-3027	eCC Supervisor License - Version 7 or later	\$467.50	1	\$467.50
	SHO-92460	Enterprise Support Plus - No Phones, 1 Year	\$20,292.06	1	\$20,292.06
		TOTAL EQUIPMENT	\$42,117.99		\$186,558.25
	SHO-91086	ShoreTel High Touch PBX Implementation Service - includes onsite delivery during business hours - T&E ordered separately	\$13,640.00	1	\$13,640.00
	SHO-91311	Travel and Expenses incurred while delivering Services	\$1.12	2500	\$2,800.00
	SHO-91098	ShoreTel Contact Center Implementation Services - See ECC worksheet	\$11,266.67	1	\$11,266.67
	SHO-91310	Implementation Services, Install of emergency application app.	\$1,353.65	1	\$1,353.65
	91310	Installation of contact center cradle to grave application	\$1,353.65	1	\$1,353.65
	91310	Weekend installation additional	\$5,752.97	1	\$5,752.97
	SHO-92023	End-User Onsite Training plus T&E (Full Day, Up to 80 Students) - TC-3205	\$3,111.12	1	\$3,111.12
	SHO-93074	Onsite Contact Center User Training - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	\$3,111.12	1	\$3,111.12
		TOTAL SERVICES	\$39,590.30		\$42,389.18
		TOTAL EQUIPMENT & SERVICES			\$228,947.43