



Legislation Text

File #: 13-177, **Version:** 2

SUBJECT:

Request approval of Town of Vienna telephone upgrade to Voice over Internet Protocol (VoIP).

EXPLANATION AND SUMMARY :

The Town's existing phone system was installed in the late 1980s and over recent years has become costly to maintain and administer. Costs for maintaining the system are extremely high in comparison to newer phone systems existing today. In addition, newer services and features have evolved in recent years allowing organizations the ability to work more efficiently and save money in operational budgets.

Within the past year, Town staff has evaluated various phone options that have included multiple cloud based Voice over Internet Protocol (VoIP) hosting as well as on premise options for a new system.

In evaluating a new phone system, the following goals were set in choosing a phone system that would meet the needs for the Town:

- Reduce annual operational costs
- Build for resilience and failover in Disaster Recovery situations
- Ensure calls that are made to 9-1-1 are tracked to the correct addresses
- Build for cross jurisdictional communications for Public Safety initiatives post 9/11
- Design for better routing of calls during and after working hours and to include emergency events
- Design for better access to existing and future shared resources between Town and Police Domains (e-mail and voicemail)

Departmental Recommendation : Staff recommendation is to approve the on premise VoIP upgrade for the Town. Moving forward with a newer phone system based on VoIP technology will assist in improving business workflows within the departments as well as improve communications with our counterparts in the Northern Virginia region.

Finance Recommendation : Recommend approval.

Purchasing Recommendation : The VASCUP contract is current and rideable by the Town. Presidio is listed as a Cisco partner in this contract.

Town Attorney Recommendation : The Town may ride the VASCUP contract for the proposed purchase or solicit bids in the discretion of the Town Council.

Town Manager's Recommendation : I recommend the Town Council approve of a contract with Presidio Networked Solutions as presented. This solution will greatly enhance the Town's telephone communication abilities.

Cost and Financing: (NTE) \$198,538.14

Account Number: 300201-48803

Decision Needed by This date: 4/7/2014

PROPOSED/SUGGESTED MOTION:

"I move to (approve/disapprove) for the Town of Vienna to contract with Presidio Networked Solutions, an authorized Cisco reseller, under VASCUP Contract UCP-3491557JC for the sole purpose of installation of a Voice over Internet Protocol phone system and network infrastructure upgrades (NTE) \$198,538.14 from account number 300201 - 48803."

Or

Other action deemed necessary by Council.