



# City of Grand Island

Tuesday, November 10, 2015

Council Session

## Item G-18

### **#2015-312 - Approving Contract for Library Voice Communications System**

Staff Contact: Steve Fosselman, Library Director

# Council Agenda Memo

**From:** Steve Fosselman, Library Director

**Meeting:** November 10, 2015

**Subject:** Approving Contract for Library Voice Communications System

**Presenter(s):** Andrew Duey, City of Grand Island Network Consultant  
- Duey's Computer Service, Inc.

## Background

On September 2, 2015 the City of Grand Island issued a request for proposals to replace the 22 year old telephone system installed at Grand Island Public Library in 1993. The proposal called for a hybrid system to take advantage of the library's current phone wiring structure while allowing for the introduction of IP phones and other innovations. Authority for replacement of the phone system is budgeted at \$20,000 in the library's 2015-2016 10044301.85620 capital outlay line item.

## Discussion

Instead of seeking quotes, the process was conducted as a Request for Proposals which necessitates City Council approval. Five proposals were received on September 22, 2015 and evaluated by Steve Fosselman, Library Director; Nancy Broich, Library Secretary; Becky Otte, Library Assistant II, Brenda Halm, Library Assistant I and Andrew Duey, City of Grand Island Network Consultant. Proposals were evaluated based on service, maintenance, and training (30%); system performance including ease of use (25%); implementation plan including completion date (10%); future flexibility (10%); and price - purchase and maintenance (25%).

Two vendors were invited to provide a "live" demonstration of a working telephone system using the proposed equipment for the library committee members to assess and examine in terms of ease of use and adaptability for library operations. The Toshiba system offered by Americom Communications Corporation of Lincoln, Nebraska was most highly-rated rated by library staff and negotiations commenced with this firm. A final price of \$14,774.00 was determined.

While all systems have similar features, current and future capacity for growth, and the ability to serve as hybrid digital/IP systems including smartphone apps, the recommended

system meets or exceeds other proposals in a number of critical areas in terms of ease of use and adaptability for library operations:

- Digital phones with a minimum of four-line backlit LCD display with 12 fixed and 20 programmable buttons, very easy for staff to view and use with the large number of frequently-needed library extensions
- Seven year warranty on Toshiba parts, five year warranty on software support/upgrade service and voice mail server parts, and one year warranty on labor
- Voicemail storage capacity of 4,000 hours
- Three hour service response time for major outages
- Vender has been installing phone systems for over 34 years with five technicians certified on this system

To allow for additional convenience and functionality, we negotiated upgrades for six of the digital phones for office desk use. These phones feature nine-line large-screen backlit LCD with 20 programmable button LCD key labels and full duplex speakerphones. Two IP phones (gigabit) have also been added to the proposal, for use in situations requiring telephone access but lacking phone jacks. Each IP phone features nine-line large-screen backlit LCD with 20 programmable button LCD key labels and full duplex speakerphone.

### **Alternatives**

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve the contract with Americom Communications Corporation in the amount of \$14,774.00
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

### **Recommendation**

City Administration recommends that the Council approve the Library Voice Communication System contract with Americom Communications Corporation for \$14,774.00.

### **Sample Motion**

Move to Approve the Library Voice Communications System contract with Americom Communications Corporation for \$14,774.00.



Stacy Nonhof, Purchasing Agent

*Working Together for a  
Better Tomorrow, Today*

**REQUEST FOR PROPOSAL  
FOR  
VOICE COMMUNICATIONS SYSTEM AT CITY OF GRAND ISLAND LIBRARY**

**RFP DUE DATE:** September 22, 2015 at 4:00 p.m.  
**DEPARTMENT:** Library  
**PUBLICATION DATE:** September 2, 2015  
**NO. POTENTIAL BIDDERS:** 4

**SUMMARY OF PROPOSALS RECEIVED**

**Windstream Communications**  
Charlotte, NC

**Business Telecommunication Systems**  
Grand Island, NE

**Cisco Systems, Inc.**  
Omaha, NE

**Telephone Systems**  
Grand Island, NE

**Americom Communications Corporation**  
Lincoln, NE

cc: Steve Fosselman, Library Director  
William Clingman, Interim Finance Director

Marlan Ferguson, City Administrator  
Stacy Nonhof, Purchasing Agent

**P1836**



Americom Communications Corporation  
P.O. Box 84546  
Lincoln, NE 68501  
Phone: (402) 489-9700  
Fax: (402) 489-9771

**Prepared especially for**  
**Grand Island Library**

**On Tuesday, November 03, 2015**

**Prepared by Trevor M. Kinnett**

**Trevor@americom.biz**

**(877) 489-9700 x 212**

Proposal: 17678  
Created: 11/03/2015  
Printed: 11/3/2015

**Quantity Description**

**1 CIX100 Voice Mail Large System Flexible Package**

**Each assembly includes:**

**Quantity Description**

- 1 CIX/CTX100 base cabinet with power supply
- 1 CIX/CTX100 expansion cabinet w/ power supply
- 1 CIX100 common control processor unit
- 1 1 GB Secure Digital Media Card
- 2 Batterycharger subassembly for CIX, CTX100
- 2 Reserve power cable-charger to batteries

**1 Remote maintenance modem**

**1 4 circuit CO card w/ caller ID**

**1 4 circuit CO card w/ caller ID**

**2 16 circuit digital station interface unit**

**1 8 circuit standard interface unit w/o MW**

**1 EP App Server w/ MIPU**

**Each assembly includes:**

**Quantity Description**

- 1 16-channel IP Interface Unit
- 10.00 IPedge Call Manager standard license, single user
- 1 IPedge Recovery DVD-B
- 1 IPedge server w/ AC adapter
- 4.00 IPedge Messaging Advanced User License
- 4.00 IP endpoint license for strata CIX
- 1.00 ACD server license for strata CIX/CTX systems
- 1.00 IPedge EP Messaging base license
- 1.00 IPedge EP Platform license

**6 20 button full duplex digital speakerphone w/ large backlight LCD**

**18 20 button digital speakerphone w/ backlight LCD**

**2 20 button add on module - 5000 series**

**2 20 button IP speakerphone w/ backlit display & bundle**

**2 Power adapter for IP5000 series**

**20.00 IPedge Messaging Advanced User License**

4.00 IP endpoint license for strata CIX

- 4 4 port CO line/station license for Strata CIX systems
- 1 Battery Back-up - Heavy Duty
- 1 UPS, 1100VA/770W, w/ 6 outlets
- Miscellaneous materials

Installation Labor

5-YEAR TOSHIBA MANUFACTURER WARRANTY ON SERVER

7-YEAR TOSHIBA MANUFACTURER WARRANTY ON PHONES & CIX SYSTEM

Software support & upgrade service - 5 years

Your Price:	<u>\$14,774.00</u>
Total:	<u><u>\$14,774.00</u></u>

Prices are firm until 12/3/2015    Terms: Due on Receipt

Quoted by: Trevor M. Kinnett, Trevor@americom.biz

Date: 11/3/2015

SCOPE OF WORK:

Americom proposes to install a new Toshiba CIX100 system with voice mail.

INCLUDED:

- 32 digital station ports
- 16 IP station ports
- 8 analog station ports
- 8 CO lines with caller id
- Advanced automated attendant
- [30] advanced voice mail boxes
- Unified Messaging (voice mail to email)
- Call record to voice mail and email
- Smart phone app
- [18] twenty-button digital speakerphones with 4-line backlit LCD
- [6] twenty-button digital full duplex speakerphones with 9-line backlit LCD
- [2] twenty-button digital consoles
- [2] twenty-button IP speakerphones with 9-line LCD (gigabit)
- 5 years of SUS
- 5 year warranty on server
- 7 year warranty on all new phones and CIX system

ADDITIONAL ITEMS:

- Americom will provide a 1 year labor warranty on all parts
- Americom will provide factory certified technicians for installation, maintenance and service
- Dispatching:
  - Major outage is defined as not being able to make or receive incoming or outgoing calls. Americom guarantees 24/7 support with a three hour response time from notification.
  - Minor outage is defined as issues with less than 25% of the system's users. Americom guarantees response within 48 hours of being notified.
- Americom will maintain complete inventory of parts for a complete system replacement. In the event the parts are not available they will be overnighted from the manufacturer.
- Unit prices quoted in the RFP for additional components purchased after the contract signing shall remain in effect for two years following system cutover and acceptance, include installation, and covered under the contracted warranties.

P.O. Box 84546 Lincoln, NE (402) 489-9700 service@americom.biz

-While warranties remain in effect, Americom shall conduct a comprehensive annual preventative maintenance visit to check and clean all critical components of the telecommunications system upon customers request. Standard hourly charges and trip charges will apply.

-Americom shall supply all pertinent software upgrades at no additional charge while under warranty. Standard hourly and trip charges will apply.

-After the expiration of the warranty period on labor, Americom's labor rates shall remain at the following levels until all warranties have expired. Hourly rates are not charged for travel time, a standard trip charge is assessed instead.

- \$85.00/hour      Hourly Labor Rate (Business Day)
- \$127.50/hour    Hourly Labor Rate (Overtime)
- \$170.00/hour    Hourly Labor Rate (Weekend/Holiday)
- \$85.00/hour      Hourly Labor rate for programming on site
- \$25.00/20 min.   Rate billed every 20 minutes for remote programming
- \$65.00            One-time flat rate for trip charges

-Once all warranties have expired, Americom shall charge for needed hardware and software and provide Grand Island Library with dispatch labor rates not to exceed 10% per year.

**Accepted by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

The customer is responsible for any and all sales and/or use tax that may be due for this order. A down payment of 50% of the total with sales tax is due upon signing this contract. The balance is due upon completion. All equipment is considered the property of Americom until payment has been received in full.



RESOLUTION 2015-312

WHEREAS, the City of Grand Island invited proposals to replace the existing voice communication system within the Library; and

WHEREAS, proposals were received, reviewed and evaluated in accordance with the established criteria in the RFP; and

WHEREAS, Americom Communications Corporation of Lincoln, Nebraska submitted a proposal to replace the current system for \$14,774.00; and

WHEREAS, the proposed system includes a seven year warranty on Toshiba parts, a five year warranty on software support and upgrade service and voice mail server parts, and a one year warranty on labor; and

WHEREAS, the proposed agreement has been reviewed and approved by the City Attorney's office.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that the proposal from Americom Communications Corporation of Lincoln, Nebraska in the amount of \$14,774.00 is hereby approved.

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Adopted by the City Council of the City of Grand Island, Nebraska, November 10, 2015.

\_\_\_\_\_  
Jeremy L. Jensen, Mayor

Attest:

\_\_\_\_\_  
RaNae Edwards, City Clerk

Approved as to Form	☐ _____
November 6, 2015	☐ City Attorney