



# City of Grand Island

Tuesday, October 23, 2012

Council Session

## Item G4

### **#2012-307 - Approving Contract for Voice Communications System**

Staff Contact: Jaye Monter

# **Council Agenda Memo**

**From:** Jaye Monter, Finance Director

**Meeting:** October 23, 2012

**Subject:** Approving Voice Communication System at City Hall

**Item #'s:** G-4

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

## **Background**

On July 11, 2012 the City of Grand Island issued a request for proposals to replace the 19 year old telephone system installed at City Hall in 1993. Budget authority for replacement of the phone system is in the 2012-2013 Capital Improvement Projects Fund.

## **Discussion**

Five proposals were received on August 9, 2012; reviewed and scored by Robyn Splattstoesser, IT Manager; Stephanie Gosda, Computer Technician; Jon Rosenlund, Emergency Management Director and Andrew Duey, City of Grand Island Network Consultant.

On September 5<sup>th</sup> two vendors were invited to provide a "live" demonstration of a working telephone system using the proposed equipment for the committee to assess and examine. After the comparison, the committee recommends Business Telecommunication Systems (BTS) of Grand Island Nebraska be awarded the contract to replace the current system for \$73,196.00 including a five year warranty on products, parts and labor.

The proposed phone system will replace the current 30 phone line system and support up to 62 digital and analog phone lines. The proposed system will include 120 digital phones to replace the existing 110 phones throughout the building and also include an additional 10 IP phones which can be connected anywhere inside City Hall using existing computer network connections. The system is capable of phone line expansion along with the ability to connect to other City locations to potentially share phone lines and voice mail.

All phones will feature full duplex speakerphones replacing the existing half-duplex speakerphones that currently only exist at certain locations inside City Hall. The proposed phones have 36 programmable buttons, a larger backlit display enabling features such as caller ID, a call log, staff directory, and easier call handling capabilities.

The proposed system will include a call accounting package for detailed call log review and a voicemail system which will allow staff to receive voicemails via e-mail if desired. A unified communications mailbox allows access to the employee's voicemail directly from their computer or smartphone.

The proposed phone system will support a digital phone line connection from the current telephone service provider Century Link and support DID's. A DID is a Direct Inbound Dial number, allowing people to bypass calling the automated phone tree and dial the person they want to reach directly.

In order to minimize the inconvenience of upgrading to a new telephone system at City Hall, recommendation for conversion is to take place after hours on a weekend or in the evening after 5p.m. BTS has agreed to accommodate this request for an amount not to exceed \$3000.

## **Alternatives**

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

1. Approve the contract with Business Telecommunication Systems in the amount of \$73,196.00 and approve after hours installation not to exceed an additional \$3,000
2. Disapprove or Deny the submitted proposals
3. Postpone the issue to a future date
4. Take no action on the issue

## **Recommendation**

City Administration recommends that the Council approve the Voice Communication System to Business Telecommunication Systems for \$73,196.00 plus the cost for after hour's installation not to exceed \$3000.00.

## **Sample Motion**

Approve the Voice Communications System with Business Telecommunication Systems for \$73,196.00 plus installation on a weekend or evening not to exceed \$3000.00.

RESOLUTION 2012-307

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

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

WHEREAS, Business Telecommunication Systems (BTS) of Grand Island, NE submitted a proposal to replace the current system for \$73,196.00 and

WHEREAS, the proposed system includes a 5 year warranty on products, parts and labor; and

WHEREAS, Business Telecommunication Systems (BTS) of Grand Island, NE will install the system after hours not to exceed \$3000.00; 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 Business Telecommunication Systems of Grand Island Nebraska in the amount of \$73,196.00 and installation after hours not to exceed \$3000.00 for the City of Grand Island is hereby approved.

- - -

Adopted by the City Council of the City of Grand Island, Nebraska, October 23, 2012.

\_\_\_\_\_  
Jay Vavricek, Mayor  
Attest:

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

Approved as to Form October 23, 2012	_____ City Attorney
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# Contract for Services

## Business Telecommunication Systems

Telephone Systems - Data Networking - Paging  
3312 Island Circle  
Grand Island, Nebraska 68803  
(308) 382-1011 (800) 809-5144 Fax (308) 382-0986

PROPOSAL SUBMITTED TO:

City of Grand Island

ADDRESS:

100 East 1st Street

CITY, STATE and ZIP CODE:

Grand Island, NE 68801

ATTENTION:

Robyn

PHONE:

308.385.5444

DATE:

August 9, 2012

JOB NAME:

JOB LOCATION:

JOB PHONE:

JOB FAX:

We hereby submit specifications and estimates for:

an Iwatsu ECS/SBE communication system consisting of the following:

- |                  |   |  |
|------------------|---|--|
| 1 - 620570       | Enterprise Suite TOL SBE Package including:                                     | 5) SIP Licenses                                    |
| Suite 4          | 1) IX-CME KSU Unit 1) IX-MBU Media Bridge Unit                                  | 25) Unified Communication Licenses                 |
|                  | 1) IX-PWSE Power Supply 1) 96 Port License                                      | 75) Mailbox only Licenses                          |
|                  | 1) IX-CCU Processor 1) Enterprise CSTA License                                  | 1) Soft-Fax Port                                   |
|                  | 1) IX-CCSU Latest Software 1) Dell PC Platform                                  | IMAP TSE for UC                                    |
| 1 - 620570/408KT | Voicemail Port Upgrade to up to 8 ports   |  |
| 1 - 620570.916KT | Voicemail Port Upgrade to 12 ports  |  |
| 35 - 620707      | Single Voice Mailbox License (100 mailboxes included in above voicemail system) |  |
| 1 - 000303       | IP Station License package (10 licenses)  |  |
| 1 - 040030       | Expansion Cabinet package A   |  |
| 1 - 040031       | Expansion Cabinet package B   |  |
| 2 - 101581       | IX-8UNTK-1 Analog Trunk Cards (8 circuits each)                                 |  |
| 2 - 102220       | IX-DTI-P PRI Interface cards  |  |
| 8 - 040361       | IX-16PSUB-2 Digital ICON Station Cards (16 circuits each)                       | New System Price : \$ 81,266.00                    |
| 1 - 101443       | IX-8PSUB-2 Digital ICON Station Card (8 circuits)                               | Trade in of Existing System : \$ (8,070.00)        |
| 2 - 101472       | IX-8SUBS-4 Analog Circuit Card (8 circuits each)                                | Total Installed System Price : \$ 73,196.00        |
| 2 - 101473       | IX-8ESUBS-4 Analog Circuit Daughterboard (8 circuits)                           |  |
| 1 - 101745       | IX-EDVIF Misc Card for Relays and External Paging                               | Evening or weekend installation will add \$3000.00 |
| 120 - 505810     | IX-5810 ICON Display 36 button speakerphones                                    |  |
| 10 - 505910      | IX-5910 ICON IP Display 36 button speakerphones                                 |  |
| 10 - 505009      | IX-59AC Power Supplies for IP Phones  |  |
| 1 - Nova         | Trysis Call Accounting package. (includes Dell PC)                              |  |
| 2 -              | CSU Interface for PRI to DTI Cards  |  |
| 1 -              | Minuteman E2000RM2U UPS Unit  |  |
| 1 -              | Equipment Rack 7'   |  |
|                  | Installation and configuration of system  |  |
|                  | Complete user and administrative training                                       |  |
|                  | Assistance with Carrier circuit transition                                      |  |

Includes 5 years warranty on products and parts. 5 years on labor.

We Propose hereby to furnish material and labor complete in accordance with above specifications, for the sum of:

Seventy Three Thousand One Hundred Ninety Six dollars and 00/100 ----- \$ 73,196.00

Payment to be made as follows:

**50% due upon acceptance of proposal; and the balance due upon system cutover date.**

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workman's Compensation Insurance.

Acceptance of Proposal - The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Authorized  
Signature

*Loren Cleveland*

**Note: This proposal may be withdrawn by us if not accepted within 90 Days**

DATE OF  
ACCEPTANCE

Signature



## **City of Grand Island Voice Communications System**

### **Maintenance Agreement**

The full maintenance of the system and all subsystems provided the **BTS** will begin after cutover and extend for five years after acceptance as part of the warranty stated above and is covered in the quoted installation price.

After the warranty expires, the maintenance agreement shall automatically begin at mutually agreed prices quoted within the RFP and will be agreed upon for the first full year of maintenance (sixth year after cutover), provided that the maintenance agreement is signed along with the purchase agreement for the system. Following the first year of maintenance **BTS** agrees that maintenance cost will not increase by more than 5% per year in years three, four and five. COGI will need to choose Scenario One; full maintenance support (parts and labor) for the entire system or Scenario Two: full maintenance support (parts and labor) for the central equipment only, which includes all equipment excluding station instruments, cable infrastructure and analog devices.

BTS shall provide as part of their maintenance agreement:

- Factory certified technicians for installation, maintenance and service
- Priority Dispatch.
  - Major outage defined as trouble affecting the total system exceeding more than 8 stations or 8 trunks. **BTS** guarantees an emergency response time of 4 hours from our **BTS** service center.
  - Minor outage defined as trouble affecting less than 8 stations or 8 trunks. **BTS** guarantees a response time of less than 48 hours from a **BTS** service center.
- **BTS** shall provide critical data archiving and recovery services for all critical data on the communication. Critical data shall be defined within the scope of work.
- **BTS** will maintain a complete inventory of backup parts to maintain the proposed system. This shall consist of power supplies, processors, station cards, trunk cards and phones. 2 of each components with be maintained in stock, In the rare event that the BTS service center does not have said parts, parts will be ordered in from warehouse on an overnight shipping basis.
- **BTS** shall conduct a comprehensive annual Preventive Maintenance Visit to check and clean all critical components of the telecommunications system.
- **BTS** will supply all pertinent software upgrades for telecommunication system at no additional charge for the complete term of the agreement.

Maintenance Agreement Acceptance: \_\_\_\_\_ Date: \_\_\_\_\_



Jason Eley, Purchasing Agent

*Working Together for a  
Better Tomorrow, Today*

**REQUEST FOR PROPOSAL  
FOR  
VOICE COMMUNICATIONS SYSTEM**

**RFP DUE DATE:** August 9, 2012 at 4:00 p.m.

**DEPARTMENT:** Information Technology

**PUBLICATION DATE:** July 11, 2012

**NO. POTENTIAL BIDDERS:** 9

**SUMMARY OF PROPOSALS RECEIVED**

**Kidwell**  
Lincoln, NE

**Business Telecommunications Systems**  
Grand Island, NE

**Windstream**  
Grand Island, NE

**ACT Technologies**  
Grand Island, NE

**Dice Communications**  
Omaha NE

cc: Jaye Monter, Finance Director  
Jason Eley, Purchasing Agent

Robyn Splattstoesser, IT Manager

**P1574**