



CITY OF FORT LAUDERDALE
City Commission Agenda Memo
REGULAR MEETING

#13-0432

TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Lee Feldman, ICMA-CM, City Manager

DATE: April 2, 2013

TITLE: Motion to approve the purchase of Cisco Voice over Internet Protocol
(VoIP) telephone equipment and services - \$712,000

Recommendation

It is recommended that the City Commission approve the purchase of Cisco Voice over Internet Protocol (VoIP) telephone equipment and consulting services to continue the phased replacement of the City's primary Nortel telephone system. The equipment purchases will be from Insight Public Sector, Inc. for an amount not to exceed \$670,000 via the U. S. Communities Agreement (a government purchasing alliance - Contract No. 4400001195). The consulting services purchase will be from Presidio Networked Solutions, Inc. for an amount not to exceed \$42,000 via the State of Florida Department of Management Services (DMS) Contract 973-561-10-1, Project Area #4, Job 2410.00, line 118, Senior Manager \$170.95 per hour.

Background

The primary Nortel telephone system that supports the City's critical telephone services such as 911 non-emergency, call routing, voicemail, call center and auto attendants is no longer supported by the manufacturer. The system is over 10 years old and repairs are becoming increasingly difficult and are done on a "best effort" basis by third party vendors. The telephone industry at all levels has been moving towards a VoIP direction for several years making it more expensive to procure or repair legacy Nortel telephone equipment. The aforementioned conditions create a very high risk of multi-day outages for various communications including 911 non-emergency calls and heavily used customer service call centers such as Police records, Public Works, and Transportation and Mobility.

On June 16, 2012, the Commission approved the purchase of Cisco telephone equipment to start the replacement of the aging and unsupported Nortel telephone system by upgrading and expanding the VoIP telephone system used at several City locations including the Emergency Operations Center (EOC). This purchase was used to implement the backend VoIP servers in the Police, City Hall, Public Works and EOC data centers. Additionally new UPS systems are now being implemented in the Police,

City Hall and Public Works facilities to provide better backup electrical support for these systems.

With the backend data center VoIP servers now in place there are two key phases remaining. (1) Replace the remaining end user telephone components and services (2) upgrade the converged telephone and computer network to provide the transport and security for the increased voice and video communications. To assist with the ongoing implementation, consulting services will be used for guidance with VoIP technology best practices and security design as well as provide staff augmentation in order to maintain an appropriate level of customer service for both phone systems at the same time. Without these services staff would have to dedicate more of their time to this project which in turn would severely impact telephone support response to all City departments.

Once complete, the total expansion will provide the City with a supported telephone system that is based on the next-generation VoIP standards adopted by the telephone industry. The City will also obtain the following benefits from the VoIP solution:

- Public safety 911 non-emergency lines and the Public Works call center used by residents will now be on a supported telephone platform.
- Provide the City's call centers with innovative communications features such as third party application integration and multi-channel contact options. These options include web chat and email. These features can be used to improve response times to residents and increase the number of issues handled by each center by allowing residents to reach the City in the method of their choice.
- Increase operational efficiencies; improve employee productivity by providing extensive mobile communications and application collaboration functionalities.
- Reduce staff commuting cost by providing a real-time voice, video and desktop collaboration solution that would simulate an in-person experience for various staff meetings.
- Improve energy efficiency by reducing the telephone equipment footprint by over 80 percent. The reduction in equipment will reduce the power and air conditioning consumption in the data centers.

Resource Impact

There is a fiscal impact to the City in the amount of \$712,000.

FUNDS AVAILABILITY LOCATION:								
FY	FUND	SUB FUND	FUND NAME	INDEX #	INDEX NAME	SUBJECT #	SUBJECT NAME	AMOUNT
2013	581	02	CENTRAL SVCS - CAPITAL PROJECTS	P11815.581	CITYWIDE TELEPHONE SYSTEM UPGRADE PH 2	6599	CONSTRUCTION	\$ 247,985.00
2013	345	01	SPECIAL OBLIGATION CONST. 2011 - CAPITAL PROJECTS	P11815.345	CITYWIDE TELEPHONE SYSTEM UPGRADE PH 2	6599	CONSTRUCTION	\$ 464,015.00
TOTAL								\$ 712,000.00

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