



CITY OF FORT LAUDERDALE
City Commission Agenda Memo
REGULAR MEETING

#14-0194

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

FROM: Lee R. Feldman, ICMA-CM, City Manager

DATE: February 18, 2014

TITLE: Motion to approve the purchase of Cisco voice over internet protocol
(VoIP) telephone equipment and services - \$785,000

Recommendation

It is recommended that the City Commission approve the purchase of Cisco voice over internet protocol (VoIP) telephone equipment and consulting services. The equipment purchases will be from Insight Public Sector, Inc. for an amount not to exceed \$730,000 via the U. S. Communities Agreement (a government purchasing alliance - contract no. 4400001195). The consulting services purchase will be from Futron, Inc. for an amount not to exceed \$55,000 via the General Services Administration (GSA) Schedule 70 GS-35F-5400H.

Background

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 and uninterruptible power supply (UPS) systems in the Police, City Hall, Public Works and EOC data centers.

On April 2, 2013, the Commission approved the purchase of Cisco telephone equipment to continue with the next phase of the project, which included; (1) additional backend VoIP servers and components and (2) replacing additional end user telephone, voicemail, call center, collaborative computing components and services.

This purchase will complete the final phase of the project which includes: (1) upgrading the converged telephone and computer network to provide the transport, capacity and security for the increased voice and video communications; and (2) replacing all remaining end user telephone, voicemail, collaborative computing components and services.

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 time to this project which in turn would severely impact telephone and computer network 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:

- A 311 compatible call center to be utilized by our neighbors, businesses and visitors to obtain important non-emergency services through a central, all-purpose phone number.
- 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 \$785,000

<i>Funds available as of February 3, 2014</i>					
ACCOUNT NUMBER	INDEX NAME (Program)	OBJECT CODE/ SUB-OBJECT NAME	AMENDED BUDGET (Object Code)	AVAILABLE BALANCE (Object Code)	PURCHASE AMOUNT
581-P11815-6564	City-wide Telephone System Upgrade Phase 2	Capital Projects/ Equipment Purchase	\$890,555	\$890,555	\$785,000
PURCHASE TOTAL ►					\$785,000

Strategic Connections:

This item is a *Press Play Fort Lauderdale Strategic Plan 2018* initiative, included within the Internal Support Cylinder of Excellence, specifically advancing:

- **Goal 11:** Be a well-trained, innovative, and neighbor-centric workforce that builds community.
- **Objective 4:** Provide a reliable and progressive technology infrastructure
- **Initiative 1:** Implement the Information Technology Strategic Plan for improved operational efficiencies and increased employee productivity.

This item advances the *Fast Forward Fort Lauderdale Vision Plan 2035: We are United*.

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