

TO: CHAIR AND MEMBERS
FINANCIAL MANAGEMENT COMMITTEE

DATE: 2017 September 05

FROM: DIRECTOR FINANCE

FILE: 5820-20
Reference: 170-09/16

SUBJECT: **CONTRACT AWARD – TELEPHONY SYSTEMS HARDWARE AND SOFTWARE**

PURPOSE: To request approval to award a contract for telephony hardware and software.

RECOMMENDATION:

1. **THAT** Financial Management Committee recommend Council approve a contract award to Long View Systems Corporation for an estimated value up to of \$1,668,915.00 including GST and PST in the amount of \$160,594.00 as outlined in this report.

REPORT

The City purchased a Nortel VoIP telephony system in 2007. The telephony system supports the City's core communications needs for all departments, including basic telephone service, calling trees, voicemail and after hours messaging.

The current system has reached the end of its useful life and requires replacement. The hardware was purchased in 2007 and components have begun to fail, requiring short term fixes at increasing costs. The risk of technical failure has been increasing in the past few years due to the physical condition and increased demand on the equipment. Since our telephony hardware and software is a core operational system, any unplanned outage would result in down time for staff and a reduction in overall citizen services.

Seven submissions were received by the closing time on 2017 January 23. The work of this contract includes the supply, installation, configuration and integration of new telephony hardware and software to replace the existing Nortel VoIP telephony system.

Using the latest technology, the new system completely replaces the City's existing telephony system including the roll out of new telephone handsets. The new telephony system will provide the City with greater service reliability and fault tolerance. In addition, staff will have the option of integrating their voicemail with their e-mail account, allowing for remote access to their voicemails and several other features which will provide greater efficiency and better customer service.

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The recommended company, Long View Systems, has extensive experience implementing the proposed solution, including implementation of this equipment in the municipal sector. City staff will finalize the contract details in the coming weeks and the project cost will be within the estimated value. The Chief Information Officer concurs with this recommendation.

Funding for this project is provided in the 2017-2021 Financial Plan under the following WBS elements: AEC.0012 (\$1,613,903.47).



Noreen Kassam
DIRECTOR FINANCE

GC:CA/mm

Copied to: City Manager
Deputy City Manager
Chief Information Officer