



Chandler - Arizona  
Rising Above the Challenges

**PURCHASING ITEM  
FOR  
COUNCIL AGENDA**

**1. Agenda Item Number:**

43

**2. Council Meeting Date:**

July 26, 2012

**TO: MAYOR & COUNCIL**

**3. Date Prepared:** July 3, 2012

**THROUGH: CITY MANAGER**

**4. Requesting Department:** City Manager

**5. SUBJECT:** Purchase of an SV8500 telephone system, Voice Over Internet Protocol (VOIP) phones and Metropolis call accounting software using agreement CS8-915-2526 with American Telephone in an amount not to exceed \$288,060.

**6. RECOMMENDATION:** Recommend approval of the purchase of an SV8500 telephone system, VOIP phones and Metropolis call accounting software using agreement CS8-915-2526 with American Telephone in an amount not to exceed \$288,060.

**7. HISTORICAL BACKGROUND/DISCUSSION:** As part of the 12/13 budget process, there were several requests related to improving citywide telecommunications. The following items were approved as part of that process and are now being requested for purchase:

1. The SV8500 Telephone System and software will establish a second phone switch for the city that will provide a backup system to the current unit. This second unit will allow for load balancing and will reduce the possibility of phone service loss. The unit cost includes five years of software support and maintenance.
2. Currently the City has over 1,300 legacy desktop digital phones that are no longer supported by the manufacturer. The City has begun a multi-year process to replace these digital phones with VOIP phones based on current, supportable technology. This year we will be replacing 100-150 desktop phones.
3. Metropolis Office Watch Web 3000 software application will replace the City's current telephone call accounting software. The City's current call accounting system is beyond useful life and does not provide necessary call information. This solution will allow us to provide better reports and analysis on City phone usage information that could help identify areas for increased efficiencies.

This equipment purchase is necessary to continue to maintain citywide telecommunications at a high level of availability for our citizens.

**8. EVALUATION PROCESS:** In February 2008, Council awarded agreement CS8-915-2526 to American Telephone for the maintenance and support of the City's telephone system and for the purchase of related components including all parts and labor. The original agreement allowed for six one-year extensions and has been extended through March 2013, and will be re-bid at that time. The agreement allows for volume discounts on the purchase of new telecommunication equipment. For this particular equipment purchase, the discounts range from 25% to 51% off of MSRP.

**9. FINANCIAL IMPLICATIONS:** Funds for this project are available from the following accounts:  
101.1280.6316.0.0.0 General Fund, IT Infrastructure, Computer Software \$19,472  
401.1287.6314.0.6IT080.0 IT Infrastructure Capital, Communication Equipment, SV8500 Telephone System \$218,588, and 401.1287.6314.0.6IT082.0 IT Infrastructure Capital, Communication Equipment, Replace Desktop Phones \$50,000.

**10. PROPOSED MOTION:** Move to approve the purchase of an SV8500 telephone system, VOIP phones and Metropolis call accounting software using agreement CS8-915-2526 with American Telephone in an amount not to exceed \$288,060.

**APPROVALS**

**11. Requesting Department**



Patrick Hait, IT Infrastructure Manager

**12. Department Head**



Steven Philbrick, Chief Information Officer

**13. Procurement Officer**



Carolee Stees, CPPB

**14. City Manager**



Rich Dlugas