

City of Culver City, California
City Council Agenda Item Report

Meeting Date: 01/26/09		Item Number: <u>C-4</u>	
AGENDA ITEM: Authorization to Issue a Request for Proposals for Replacement of the City's Telephone and Voice Mail Systems			
Contact Person/Dept.: John Richo/Information Technology		Phone Number: 310-253-5950	
Fiscal Impact: Yes ☒ No ☐		General Fund: Yes ☒ No ☐	
Public Hearing: ☐		Action Item: ☒ Attachments: ☒	
Public Notification: Master E-Mail Notification List (01/21/09)			
Department Approval: John Richo (01/15/09)		City Attorney Approval: Carol Schwab (by H. Baker) (01/15/09)	
Chief Financial Officer Approval: Jeff Muir (by N. Kimball) (01/21/09)		City Manager Approval: Jerry B. Fulwood (01/21/09)	
<u>RECOMMENDATION:</u> Staff recommends the City Council authorize the issuance of a Request for Proposals (RFP) for the replacement of the City's Telephone and Voice Mail Systems. <u>BACKGROUND:</u> The current telephone and voicemail systems in use by the City of Culver City were specified and designed in 1993-94 and went into service in June of 1995. From inception, we have had problems with our phone system due to the fact that the original implementer went into bankruptcy during the installation. The present phone system includes: • A voicemail system • 4 major PBX devices at City Hall, Police, Veteran's, and the Transportation sites. • Two minor PBX systems at Fire Stations 2 and 3. Presently they are covered under a blanket maintenance contract with a third party vendor. No major additions have been made to the system. <u>DISCUSSION:</u> Maintenance challenges of the current system:			

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- The systems at Fire Stations 2 and 3 are obsolete. As a result, spare parts for them are difficult to obtain and sometimes used/refurbished.
- The voicemail system is obsolete. As a result, spare parts are difficult to obtain and often come from used/refurbished parts.
- Parts for the major PBX units are available but often have long lead times to locate and are increasingly expensive (although covered under maintenance agreement.) Used/refurbished parts are becoming the standard (and availability is uncertain.)

Technological challenges of the present phone system:

- The Mitel PBX systems are based on Time Division Multiplexing (TDM) technology that manufacturers are no longer investing significant development money into. Major funding is going into Voice over Internet Protocol (VoIP) based system research and development.
- Lack of ability to link individual phones to 911 ANI/ALI. The result is 911 emergency calls to PD dispatch do not always indicate the correct location of the caller.
- Programming effort to setup phones removes ability to easily transport phones to new locations. They must be re-programmed.
- Existing system does not support caller ID.
- The existing architecture does not lend itself to easy disaster recovery.
- The existing architecture requires changes to remove bottlenecks due to increased staffing and calling needs at non-City Hall locations.

Technological challenges of the current voicemail system:

- The system does not provide the ability to create complex voicemail trees.
- Message storage is limited to approximately 36 messages for most users.
- There is no unified messaging to link voicemail to e-mail.

Voice mail for some time has been “quirky”. At times, it does not indicate to staff that a voice mail exists or notification is delayed.

The new phone system will address the technological challenges facing the old systems and add new capacity and capabilities. These include; but are not limited to:

- Quick moves by employees who can take their phone systems and plug in at temporary locations as often as needed.
- The potential for wireless roving access across the City sites.
- Complex voicemail setups and increased storage
- Unified messaging to the desktop combining voicemail with email.

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- Soft phones that can be accessed through the PC

Other local governments, (Santa Monica, West Hollywood), are in the process of implementing VoIP solutions.

FISCAL ANALYSIS:

There is minimal fiscal impact associated with releasing this RFP. Funding for this project has been included in the City's 2008-2009 fiscal year adopted CIP budget in account 42000907 – Telephone System Replacement.

ATTACHMENTS:

1. Request for Proposals # 1410.

MOTION:

That the City Council:

Authorize staff to issue Request for Proposals for replacement of the City's Telephone and Voice Mail systems.