



Council Communication

Office of the City Manager

Date

February 25, 2008

Agenda Item No. 37A

Roll Call No. 08-

Communication No. 08-102

Submitted by: Mike Matthes Assistant City
Manager/ Interim CIO

AGENDA HEADING:

Approving a contract with Blackbox Network Services to upgrade the phone system from Version 2 to Version 4, the Upgrade of ProCenter Automatic Call Distribution (ACD) to Version 7, and the upgrade of the phone-mail system to Expressions voicemail.

SYNOPSIS:

Recommend approval for the Information Technology Department to contract with Blackbox Network Services 6800 Lake Dr. Suite 240, West Des Moines, Ia. 50266, Randy Parker Account Executive to upgrade the Hipath 4000 Phone System, ProCenter ACD call routing and phone-mail system. Blackbox Network Services is the only firm licensed to sell and install Siemens Communications products in Iowa. This hardware and firmware is available using the State of Iowa, Iowa Communications Network (ICN), Contract 04-077.

FISCAL IMPACT:

Amount: \$195,283

Funding Source: Capital Improvement Program for Fiscal Years 2007-08/2012-13, Municipal Improvements, Enhanced City-wide Information and Communications Systems, BLD060 CP034IFT990000, page 10.

ADDITIONAL INFORMATION:

The current Phone System needs to be upgraded from Version 2 to Version 4. Version 2 is no longer supported and no new hardware or software can be added until the system has been upgraded to the current level of firmware. This upgrade requires that the ProCenter Automatic Call Distribution system also be upgraded. The phone-mail system was installed in 1992 and is running on a 386 processor with 24 channels. While still supported, this system needs to be upgraded as part of the plan to move users to the new Phone System.

These upgrades were planned as part of the Phone System upgrade to High Path 4000 which were initiated in fall of 2003. Installing upgrades is considerably more cost effective than purchasing a new system, and makes Blackbox Network Services the only available vendor.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Additional funding is budgeted for future years to migrate users from the Legacy phone system to the new PBX. This is a planned migration over the next 6 years.