

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date:	March 12, 2012
	Agenda Item No.	28D
	Roll Call No.	<u>12-0404</u>
	Communication No.	<u>12-119</u>
	Submitted by:	John Newman, CIO, Information Technology Department

AGENDA HEADING:

Approving the upgrade of the phone system from Version 4 to Version 6 and the installation of a remote shelf in the Police Department to upgrade Police and Public Works phones to VOIP (Voice Over Internet Protocol).

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 to Version 6 and ProCenter ACD Call Routing to Version 8. Also includes the installation of a remote shelf in the Police Department. This hardware and firmware is available using State of Iowa ICN contract.

FISCAL IMPACT:

Amount: \$321,749 recommended one-time expense will result in \$60,000 annual operating savings.

Funding Source: Capital Improvement Program for Fiscal Years 2012-13/2017-18, Municipal Improvements, Enhanced City-wide Information and Communications Systems, MSC001 CP051FFT990000, Miscellaneous Improvements, page 8.

ADDITIONAL INFORMATION:

This current phone system needs to be updated from Version 4 to Version 6. The upgrade also requires that ProCenter Automatic Call Routing be upgraded to Version 8. In addition, this upgrade will place a remote shelf with hardware and software included in the Police Department to allow them to continue to make and receive calls in the event that a catastrophic event occurs with the phone system. This upgrade will also replace the current phones in both the Police Department and Public Works with VOIP (Voice Over Internet Protocol) phones which will allow for portability in the event of a disaster. Utilizing VOIP phones will allow Public Works phones to be moved to the new Municipal Services Park when that facility is ready. In 2003 the city purchased a new IP based phone system and has been moving phones to this new system. This upgrade will complete that move and allow the old phone system to be removed which will save \$60,000 in annual maintenance. The reduction of this maintenance cost was part of the budget reduction for the Information Technology Department.

PREVIOUS COUNCIL ACTION(S):

Date: February 25, 2008

Roll Call Number: 08-319

Action: Blackbox Network Services for phone system upgrade equipment per State of Iowa Contract for use by Information Technology (IT) Department, \$195,283.36. ([Council Communication No. 08-102](#)) Moved by Hensley to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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