

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date: March 11, 2013
	Agenda Item No. 30B Roll Call No. <u>13-0410</u> Communication No. <u>13-121</u> Submitted by: John Newman, CIO, Information Technology Department

AGENDA HEADING:

Approving the upgrade of the Xpressions Voice Mail System from Version 5.5 to Version 7 and approving the addition of audio conferencing.

SYNOPSIS:

Recommend approval for the Information Technology Department to contract with Blackbox Network Services, 6800 Lake Dr. Suite 240, West Des Moines, Iowa, 50266, (Randy Parker, Account Executive) to upgrade the Xpressions Voice Mail System to the current release and to add voice conferencing to replace the current audio conference bridge.

FISCAL IMPACT:

Amount: \$47,172

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 upgrade to the current system release is necessary to add voice conferencing and to convert from a physical server to virtual server which meets our current objective to convert as many servers as possible to virtual servers. The old conference bridge was installed in 1992 and is failing. This bridge is a hardware device and there are no parts available for replacement. The new conference system is software based and will run on the Xpressions virtual server. This will provide a secure conference connection that prevents unauthorized access to the telephone conference call.

PREVIOUS COUNCIL ACTION(S):

Date: March 12, 2012

Roll Call Number: [12-0404](#)

Action: Approving bids from the following: (D) [Blackbox](#) Network Services for phone system upgrade equipment per State of Iowa, Iowa Communication Network (ICN) Contract for use by the Information Technology Department, \$321,749. ([Council Communication No. 12-119](#)). Moved by Hensley to adopt. Motion Carried 7-0.

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:

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