

REPORT

To the Honorable Mayor and City Council
From the City Manager

October 27, 2008

SUBJECT

Unified Communications System Agreement

RECOMMENDATION

By Motion, approve and authorize the City Manager to execute an agreement with Nexus IS for a Unified Communication System (voicemail system) in the amount of \$106,875.93.

BACKGROUND

The City's voicemail system needs to be replaced due to several factors: the system's age (over twenty years old), features of the system, and availability of repairs and maintenance. Important features in the latest voice mail systems such as being able to receive your voicemail through your email account are not available in the current system. Maintenance is extremely challenging, and impossible at times due to the lack of parts and available, qualified technicians. Also, the system is no longer supported by the manufacturer.

A new, well supported, automated, and functional voice mail system is part of the recommended Unified Communication System. Along with a new voice mail system, the following new functions will be acquired:

- Integrated FAX with e-mail: Faxes are received by the email system and can be viewed and printed through the email interface. Outbound faxes can also be sent through the email system.
- Integrated voice messages with email: Voice mail messages can be retrieved on a PC through the email interface. All the functionality included in email will apply to voice mail messages as well, including forwarding, saving, and deleting.
- The ability to integrate the telephone system with other information systems. For example allowing a resident to enter their utility account number in the phone system to retrieve their utility account balance.
- More robust and user manageable call trees.
- Automated callouts. For example, overdue utility bill account information can be exported from our utility billing system and an automated call can be placed to the customers, including real-time balances and instructions. The City currently contracts for this service.
- Integrating the telephone directory with a telephone, allowing users to look-up telephone numbers on their telephone instead of requiring them to use Microsoft Outlook, the Intranet, or other methods.
- Text to speech recognition: "say or push one to go to Public Works", etc. Although this function is not included in this request, it can be added easily later, including multi-lingual speech recognition. The cost to include this function is \$20,000 and is not included in the project budget.

In the response to a Request for Proposal, three proposals were received and were opened in the City Clerk's office on August 29, 2008, and are summarized as follows:

<u>Rank</u>	<u>Proposer</u>	<u>Amount</u>
1.	Nexus IS, Inc. - Pleasanton, CA	\$106,875.93
2.	American Telesource, Inc. (ATI) - Emeryville, CA	\$107,871.03
3.	Team One Solution – San Leandro, CA	\$133,984.74

The proposal by Nexus of \$106,875.93 is considered good and responsive. A complete copy of the agreement is available for review in the City Clerk's office.

Nexus is also the vendor who sold us our current VoIP telephone system; thus they are already familiar with our existing infrastructure and staff. They have been great to work with in terms of responsiveness, knowledge, and cost.

Alternatives

Do not accept the bid from Nexus and award the bid to the next lowest bidder, American Telesource, Inc. (ATI). This would result in the City spending more than necessary and could give Nexus grounds for protest.

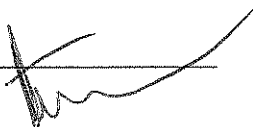
Do not accept the bid from Nexus and start the bid process again. This will further delay the replacement of the old voice mail system and leave the City vulnerable to instability and periods of down time.

Fiscal Impact

Funds in the amount of \$110,000 are appropriated in the FY 2008/09 capital improvements project budget for this project.


Tony Gelphman 10/17/08
Information Technology Manager


Brian Ponty
Finance Director


Peter Ingram
City Manager

ATTACHMENTS

None

RELATED DOCUMENTS IN CITY CLERK'S OFFICE

1. Agreement with Nexus IS, Inc.
2. Request for Proposals, Section B, "Scope of work/specifications."