

CITY COUNCIL REGULAR SESSION

Resolution authorizing execution of a Purchase Order with Cerium Networks for the replacement of the City's phone system equipment, in an amount not to exceed \$350,000, plus all applicable taxes.

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EXECUTIVE SUMMARY

Originally purchased and installed in 2011, the City's current phone system is overdue for replacement. One of the major strategic focus areas in the City's Enterprise Technology Strategic Plan is supporting business and workforce productivity to realize the City Council's priority to "identify and implement technologies that improve the City's customer service." This phone system replacement ensures a reliable communications infrastructure to effectively serve the public and outfits staff with equipment to enable greater work flexibility in the office, at home or anywhere.

RECOMMENDATION

Move to adopt Resolution No. 9810

BACKGROUND/ANALYSIS

The current phone system includes nearly 1,600 desktop phones, headsets, conference phones and common area phones in all City facilities. Phone devices are beyond end-of-life, and the upgrade to Microsoft Teams requires replacement of phone devices for compatibility with Teams. Teams is Microsoft's replacement for Skype for Business, which is also nearing end of support, and Skype for Business has been the City's communications platform for calling, instant messaging and meetings. Skype for Business enabled the City to quickly shift to work from home because of COVID-19, and Teams will provide similar functionality while offering more collaboration features needed by a distributed workforce.

The phone system replacement includes:

- Replacing desk phones in offices and common area phones in break rooms and shared spaces with reliable equipment;
- Shifting more staff to phone headsets for greater flexibility and productivity; and
- Supporting some large conference rooms with video conferencing to support distributed staff working in the office, at home or at other facilities.

The phone hardware replacement, in conjunction with the Microsoft Teams project, provides staff a more dependable communications and collaboration capability long-term to deliver effective public service.

The City is using the National Cooperative Purchasing Alliance (NCPA), a purchasing vehicle that ensures public agencies are receiving high quality products and services for the lowest price. SYNEX is an approved supplier for NCPA, and SYNEX is partnered with Cerium Networks for telephone

equipment and services. The City is purchasing from Cerium Networks under the terms of NCPA and SYNEX to ensure competitive pricing.

POLICY & FISCAL IMPACTS

Policy Impact

Bellevue City Code

BCC 4.28.030 authorizes the City to join in cooperative purchasing arrangements with other public agencies when the best interests of the City would be served thereby.

BCC 4.28 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award the contract where the cost exceeds \$90,000.

This purchase is being made through a master contract with the NCPA which meets the City's competitive bidding requirements, and where Cerium Networks is an authorized reseller.

City of Bellevue ITD Equipment Replacement Reserves Management Roles and Responsibilities Policy and Management:

Replacement reserves are established to anticipate and plan for replacement of the City's technology investments in hardware and software. Equipment reserves will be used to fund asset replacement for technology equipment and software, according to the replacement schedule, and to meet emergency needs, as necessary. The goal of the ITD equipment replacement program is to ensure there are funds available to ensure just-in-time replacement of technology equipment, thereby ensuring uninterrupted service delivery to our customers and providing a path to stay current with the technology needs of the organization.

Fiscal Impact

This Purchase Order includes hardware, software, and services. The total cost is \$350,000 plus all applicable taxes. Sufficient budget exists within the Computer Replacement Fund in the Information Technology Department 2020 operating budget.

OPTIONS

1. Adopt the Resolution authorizing execution of a Purchase Order with Cerium Networks for the replacement of the City's phone system equipment, in an amount not to exceed \$350,000, plus all applicable taxes.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

Proposed Resolution No. 9810

AVAILABLE IN COUNCIL LIBRARY

Cerium Networks Telephone System Quote