



Office of the City Manager

CONSENT CALENDAR

June 10, 2014

To: Honorable Mayor and Members of the City Council  
 From:  Christine Daniel, City Manager  
 Submitted by: Donna LaSala, Director, Department of Information Technology  
 Subject: Contract No. 6893E Amendment: Nexus IS for Extended Telephone Equipment Warranty

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 6893E with Nexus IS for an extended telephone equipment warranty, increasing the amount by \$55,000, for a total contract amount not to exceed \$520,000 for the term January 1, 2006 through June 30, 2015.

FISCAL IMPACTS OF RECOMMENDATION

Funding is allocated in the Department of Information Technology budget:

\$50,000	Extended Warranty Budget Code: 010-2751-410-3038 (General Fund)
\$ 5,000	Special Order Equipment (as needed) Budget Code: 010-2751-410-7110 (General Fund)

The contract amendment has been entered into the City's contract database and assigned CMS No: G23QV.

CURRENT SITUATION AND ITS EFFECTS

The City has made significant progress in replacing its old phone system with a new VoIP (Voice over Internet Protocol) system. Core upgrades to support VoIP were configured, tested, and completed in Fiscal Years 2013-2014 and 1,092 VoIP phones were installed across 19 City locations; seventy-seven percent of all installations are now complete. Approximately 331 phones (twenty-three percent) remain to be implemented across 22 locations, including the Public Health Clinic, Mental Health Clinic, Fire Stations, the Police Traffic Substation, and the Transfer Station.

The manufacturer warranty for the City's legacy phone system ended in 2005. Since then, Nexus IS has provided an extended warranty, including four-hour failed equipment replacements. The City had planned to cancel this extended warranty in Fiscal Year 2014. However, an unexpected staff shortage has delayed full completion of the VoIP

rollout by approximately nine to twelve months. Staff recommends maintaining the extended warranty on a month-to-month basis, not to exceed twelve additional months, so that expert assistance is available should components of the legacy system fail again before it is completely replaced.

### BACKGROUND

On May 1, 2012, Council adopted a Resolution authorizing the City Manager to execute a contract with Advantel Networks for a Voice over Internet Protocol (VoIP) telephone system to replace the legacy phone system.

On June 12, 2012, Council adopted a resolution authorizing the City Manager to amend the Nexus IS contract for an extended telephone equipment warranty of our legacy telephone system. This was to ensure support of the legacy phone system while staff implemented the new Voice Over IP (VoIP) phone system.

On December 3, 2012, the City Manager Executed a contract with Advantel Networks for a Voice over Internet Protocol (VoIP) telephone system to replace the legacy phone system.

On June 27, 2013, The Department of Information Technology implemented the new Voice Over IP (VoIP) phone system with the first pilot group, comprising the City Attorney's Office, the Rent Board, and the Department of Information Technology.

On August 26, 2013, The Department of Information Technology implemented the Voice Over IP (VoIP) phone system in the downtown fiber campus, including City Hall, 1947 Center Street, the Public Safety Building, the Permit Service Center, and the Corporation Yard.

On December 6, 2013, The Department of Information Technology implemented the Voice Over IP (VoIP) phone system at the Central Library and all library branches.

On December 30, 2013, the City Manager extended the term of the contract with Nexus IS, to continue support of the legacy phone system through June 30, 2014.

### ENVIRONMENTAL SUSTAINABILITY

It is disappointing to continue maintaining the legacy phone system for an additional nine to twelve months because it is less environmentally friendly than the new system (for example, it consumes more electricity and requires driving to remote locations for routine technical fixes). However, once the legacy system is completely phased out, the new telephone infrastructure will be significantly more environmentally friendly in keeping with the City's sustainability goals.

RATIONALE FOR RECOMMENDATION

Since 2005, Nexus IS has provided an extended warranty for the City's legacy phone system. Their familiarity with our equipment results in relatively quick troubleshooting and correction of the frequent problems that arise with the legacy system.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered buying and installing replacement parts on an ad hoc basis. However, the increasing unavailability of replacement parts on the resale market, and the associated potential for long phone service interruptions, would likely routinely cause outages to last longer than the four-hour repair service currently provided by Nexus IS. In addition, the City's longer-term goals are best served by focusing limited staff resources on implementing the new system, rather than repairing the legacy system.

CONTACT PERSON

Donna LaSala, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 6893E AMENDMENT: NEXUS IS FOR TELEPHONE  
MAINTENANCE AND EQUIPMENT REPLACEMENT

WHEREAS, the City of Berkeley's telephone system is essential to the administration of City services; and

WHEREAS, Nexus IS has provided an extended warranty of the telephone system since the manufacturer's warranty expired in 2005; and

WHEREAS, from time to time, the telephone system will continue to need spare parts and related services that must be delivered and installed in a timely manner; and

WHEREAS, funds are available in the General Fund, Budget Code 010-2751-410-3038 and 010-2751-410-7110; CMS No. G23QV.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 6893E with Nexus IS for an extended telephone equipment warranty, increasing the amount by \$55,000, for a total contract amount not to exceed \$520,000 for the term January 1, 2006 through June 30, 2015.