



Office of the City Manager

CONSENT CALENDAR
July 23, 2019

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Department of Information Technology
Subject: Contract Amendment 11005: Communication Strategies for Consulting Services for Voice over IP (VoIP) Support and Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend a contract with Communication Strategies for Consulting Services for developing requirements and conducting needs assessment for Voice over IP (VoIP) Support and Maintenance, increasing the contract amount by \$42,216 for a total not-to-exceed amount of \$76,811 from July 1, 2017 to June 30, 2020.

FISCAL IMPACTS OF RECOMMENDATION

Funds for consulting services will be available in the Department of Information Technology's Fiscal Year (FY) 2020 budget:

FY 2020: Consulting Services
\$42,216 Budget Code: 680-35-363-380-0000-000-472-612990-
(IT Cost Allocation, Information Technology, Professional Services)

\$42,216 Total FY 2020: Professional Services

CURRENT SITUATION AND ITS EFFECTS

The City implemented its Voice over IP (VoIP) phone system in 2013, and the original implementation vendor has been responsible for annual support and maintenance since then. Since 2013, support and maintenance costs have gone up and we are in need of upgrading portions of the VoIP phone system infrastructure. Communication Strategies will assist us with developing the requirements for the Request for Proposals and review the proposals to select a VoIP support and maintenance vendor who can also assist with phone system infrastructure upgrades to keep us up to date with the latest versions and include training for our staff for ongoing support.

Bringing in an outside consultant with expertise in the voice and IT communications field will help ensure that we include all of the requirements to select a competent vendor

capable of continuing the support and maintenance of our phone system, and assisting with the necessary infrastructure upgrades to maintain the phone system until we plan for its replacement.

The ongoing maintenance and support of the VoIP phone system is critical to advancing our City's strategic goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.

BACKGROUND

In August 2013, the City implemented the VoIP system across the downtown campus, including City Hall, 1947 Center Street, the Public Safety Building, the Rent Board, and the Corpyard. Throughout the rest of 2013 and 2014, the City completed infrastructure and bandwidth upgrades at all remote locations, to support VoIP phones at all remote locations.

In October 2018, the City contracted with Communication Strategies for consulting services to do analysis of landline billing and develop a Telecommunication Fund. This resulted in annual savings of \$12,000 for the landline billing and resulted in an improved inventory of all telecommunication circuits for the City. In June 2019, the original contract with Communication Strategies amended to include analysis of cellular billing in addition to the landline billing. This effort is currently in progress.

In June 2019, the City renewed phone system support and maintenance with its current support vendor intending to publish an RFP in Fiscal Year 2020 to have a new support vendor in place by Fiscal Year 2021.

ENVIRONMENTAL SUSTAINABILITY

Communication Strategies will be able to conduct the majority of their work remotely, limiting greenhouse gas emissions associated with travel time to and from City offices for on-site meetings.

RATIONALE FOR RECOMMENDATION

Communication Strategies was established in 1987 and is one of the most experienced and well-respected voice and IT communications consulting companies in California, specializing in enterprise and government consulting services.

The Department of Information Technology (DoIT) also has direct experience with Communication Strategies, working with them on developing a telecommunications fund between 2018 and 2019. Communication Strategies has proven to be knowledgeable and competent in the field of communications, and presented themselves as a good fit for this project as well.

ALTERNATIVE ACTIONS CONSIDERED

Given the critical nature of the citywide phone system as a core communication tool between City staff and the Berkeley community and given the need for a perspective broader than the specific system, staff decided to work with an expert in the voice and IT communications field to assist with this process.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6525

Attachments:

1: Resolution

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

CONTRACT AMENDMENT: COMMUNICATION STRATEGIES FOR CONSULTING SERVICES FOR VOICE OVER IP (VOIP) SUPPORT AND MAINTENANCE

WHEREAS, The City's Voice over IP (VoIP) phone system is a critical communications tool between City staff and the Berkeley community; and

WHEREAS, the current VoIP phone system has been in place since 2013 and is in need up infrastructure upgrades; and

WHEREAS, the City plans to publish an RFP for ongoing phone system support and maintenance, as well as infrastructure upgrades and training; and

WHEREAS, Communication Strategies is an expert in the voice and IT communications field; and

WHEREAS, funds for consulting services will be available in the Department of Information Technology's Fiscal Year (FY) 2020 Cost Allocation Fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend a contract with Communication Strategies for Consulting Services for Voice over IP (VoIP) Support and Maintenance, increasing the contract amount by \$42,216 for a total not-to-exceed amount of \$76,811 from July 1, 2017 to June 30, 2020.