



Legislation Text

File #: 20-0231, **Version:** 1

Resolution to Approve a Purchase Order and Master Service Agreement with CenturyLink Communications, LLC for Managed SIP (Session Initiation Protocol) Trunking (\$25,448.54) Information Technology issued RFP 19-26 to solicit responses for a Managed SIP Services that will coincide with the upgrade of our IP Phone system. The Information Technology department reviewed all 7 responses and graded them based on:

- Professional Qualifications
- Similar Projects
- Work Plan
- Fee Schedule

IT conducted interviews with the top 3 providers and scored their proposals. CenturyLink was selected based on their experience, ease of administration, ability to manage our E911 database real-time, and advanced communications infrastructure. CenturyLink was also the lowest cost bidder.

This memorandum and resolution request Council approve a purchase order and Master Service Agreement with CenturyLink Communications, LLC for Managed SIP (Session Initiation Protocol) Trunking. The SIP Trunking will replace our current phone systems PRI (Primary Rate Interface) for in-coming and out-going phone calls from the City's phone system. There is a one-time cost of \$25,448.54 for hardware and installation services to transition the phone service and an estimated monthly phone charge of \$1500.00 based on usage.

The City's current phone service with Windstream Communications uses dedicated circuits (PRI) that are susceptible to outages with no fault tolerance built in on the carrier side. The new SIP solution will provide for redundancy and fault tolerance.

Fiscal/Budget Impact: Information Technology spends an estimated \$5000.00 a month on our current Windstream phone service. Moving to CenturyLink Communications, LLC will cost the City an estimated \$1,500.00 a month for an estimated monthly cost savings of \$3500.00. The City's monthly phone bill is budgeted in the FY 2020 Information Technologies budget under Telecommunications. The one-time cost will come from the FY2020 Information Technology Fund Network Budget.

Prepared by: David Harris, Senior Network Lead

Reviewed by: Tom Shewchuk, IT Director

Reviewed by: Tom Crawford, Financial Service Area Administrator and CFO

Approved by: Howard Lazarus, City Administrator

Whereas, The City's phone service is a crucial enterprise communication tool necessary for the daily operations and for the safety and security of the employees of the City of Ann Arbor;

Whereas, The City issued RFP 19-29 to identify a contractor to provide upgrades to the City's IP

phone system including providing a high-quality SIP Trunking solution and continuing provision of and service to the City's phone system;

Whereas, Seven firms responded to RFP 19-29 and the City selected CenturyLink Communications, LLC based on their experience, ease of administration, ability to manage our E911 database real-time, advanced communications infrastructure, and because CenturyLink was also the lowest cost bidder;

Whereas, The change to Managed SIP Trunking will provide the City with a state-of-the-art phone service that will facilitate for the new E911 compliance;

Whereas, Sufficient funding for the one-time \$25,448.54 hardware and installation service is available in the FY2020 Network Budget and the recurring monthly funding is available the FY2020 Information Technology Fund budget;

Whereas, Information Technology intends to budget sufficient funding during the term of the proposed Master Service Agreement for the recurring monthly costs in the future; and

Whereas, CenturyLink Communications, LLC complies with the requirements of the City's Non-Discrimination and Living Wage ordinance;

RESOLVED, That City Council approve the attached Master Service Agreement with CenturyLink Communications, LLC for Managed SIP Trunking and related purchase orders to cover the one-time \$25,448.54 hardware and installation service from the FY2020 Network Budget and for the recurring monthly funding from the FY2020 Information Technology Fund Information Technology Fund budget;

RESOLVED, That the Mayor and City Clerk be authorized and directed to execute said Master Service Agreement after approval as to substance by the City Administrator and approval as to form by the City Attorney;

RESOLVED, That the City Council approve a ten percent (10%) contingency to be expendable from FY2020 Information Technology Fund Network Budget, subject to City Administrator approval;

RESOLVED, That the City Administrator be authorized to take all necessary actions to implement this resolution including execution of any authorized renewals and any changes or amendments that do not exceed the amounts authorized herein; and

RESOLVED, That City Council approve the change of the City's phone service from Windstream Communications to CenturyLink Communications, LLC.