



AGENDA BILL APPROVAL FORM

Agenda Subject: Resolution No. 4312		Date: February 11, 2008
Department: Information Services	Attachments: Resolution No. 4312, Qwest PBX Upgrades and Contact Center Proposal	Budget Impact: \$101,000

Administrative Recommendation:
 City Council adopt Resolution No. 4312.

Background Summary:
 Information Services is proposing Phone System upgrades in 2008 to maintain industry standards for hardware/software revision levels and to provide increased functionality to support City operations.

There are two primary phases to complete the required upgrades:

PBX hardware/software upgrades – this phase is designed to bring the City PBX into compliance with existing industry standards for system hardware (processors and main memory) and the PBX operating system. The existing OS on our PBX is version 3.0, while industry releases are currently at 5.0. Upgrading to 5.0 will bring us to current levels for support and maintenance and it is also a prerequisite for future phone system enhancements such as voice over IP and a call center system, Contact Center 6.

Total Cost for this phase is approximately \$61,000.00 and will be covered by “phone system maintenance” which is budgeted each year for these purposes.

Contact Center 6 – this phase will implement a call center system to support needed functionality to manage customer contact in Utility Billing and Municipal Court. Both Finance and the Court have requested a solution that allows them to better manage incoming customer calls so they may better serve their customers. Contact Center 6 will provide this functionality and will improve efficiencies which in turn will allow for better customer service for the citizens of Auburn.

Total cost for this phase is approximately \$50,000.00 and funds have been carried forward from previous budget to implement this solution.

T0219-1
 A2.5

Reviewed by Council & Committees: <input type="checkbox"/> Arts Commission <input type="checkbox"/> Airport <input type="checkbox"/> Hearing Examiner <input type="checkbox"/> Human Services <input type="checkbox"/> Park Board <input type="checkbox"/> Planning Comm.	COUNCIL COMMITTEES: <input checked="" type="checkbox"/> Finance <input checked="" type="checkbox"/> Municipal Services <input type="checkbox"/> Planning & CD <input type="checkbox"/> Public Works <input type="checkbox"/> Other _____	Reviewed by Departments & Divisions: <input type="checkbox"/> Building <input type="checkbox"/> Cemetery <input type="checkbox"/> Finance <input type="checkbox"/> Fire <input type="checkbox"/> Legal <input type="checkbox"/> Public Works <input type="checkbox"/> M&O <input type="checkbox"/> Mayor <input type="checkbox"/> Parks <input type="checkbox"/> Planning <input type="checkbox"/> Police <input type="checkbox"/> Human Resources <input type="checkbox"/> Information Services + <input type="checkbox"/>
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Action:
 Committee Approval: Yes No
 Council Approval: Yes No Call for Public Hearing ___/___/___
 Referred to _____ Until ___/___/___
 Tabled _____ Until ___/___/___

Councilmember: Backus	Staff: Rempher
Meeting Date: February 19, 2008	Item Number: VIII.B.3

RESOLUTION NO. 4312

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF AUBURN, WASHINGTON AUTHORIZING THE MAYOR AND CITY CLERK TO EXECUTE AN AGREEMENT WITH QWEST FOR THE PURPOSE OF UPGRADING THE CITY'S PHONE SYSTEM TO PROVIDE INCREASED FUNCTIONALITY FOR CITY OPERATIONAL SUPPORT

WHEREAS, the City of Auburn has identified a need to upgrade the City's Phone System which is vital to the operation of the City; and

WHEREAS, the Information Services and Finance staff analyzed the needs of the City and identified the best available options to provide for the updated and improved Phone System; and

WHEREAS the City has determined that Qwest, as our Phone System maintenance vendor, is able and qualified to, provide services necessary, at a cost that is acceptable to the City and it is therefore appropriate, on the proposal attached hereto as per Exhibit "A" and by reference made a part hereof based on this proposal, for the City to execute an agreement with Qwest.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF AUBURN, WASHINGTON HEREBY RESOLVES as follows:

Section 1. Purpose. That the Mayor and the City Clerk are authorized to execute an agreement in substantial conformity with the proposal attached hereto, marked as Exhibit "A" and incorporated herein by this reference.

Section 2. Implementation. The Mayor of the City of Auburn is hereby authorized to implement such administrative procedures as may be necessary to carry out the directions of this resolution.

Section 3. Effective Date. This Resolution shall take effect and be in full force upon passage and signatures hereon.

DATED AND SIGNED THIS _____ day of _____, 2008.

CITY OF AUBURN

PETER B. LEWIS
MAYOR

ATTEST:

Danielle E. Daskam,
City Clerk

APPROVED AS TO FORM:



Daniel B. Heid,
City Attorney

ATTACHMENT A



GLOBAL BUSINESS MARKETS

GOVERNMENT and EDUCATION SERVICES (GES)

**BUDGETARY PROPOSAL FOR THE CITY OF AUBURN
PBX UPGRADES AND CONTACT CENTER 6.0**

Date: 12-Feb-08

Proposal Number: AUS0677105

Revision:

Prepared by: Michael Wallace

Your Qwest Local Government account team is pleased to have the opportunity to provide pricing for your Nortel CS1000 and Call Pilot upgrades, and new Contact Center 6.0

Nortel CS1000SG Upgrade to 5.0

		Unit Price	Extended Price
1	NTHU50DA Cardcage Upgrade to CP PIV DC	\$ 13,972.50	\$ 13,972.50
6	N0113525 Panel cPCI Card Slot Filler	\$ 20.70	\$ 124.20
2	NTDU80CA Mem Upgrade Kit Sig SVR 512MB	\$ 392.27	\$ 784.53
1	NTE900PH PBX 61C/1000M SG upg to CP PIV	\$ 848.70	\$ 848.70
1	NTE900VB MCM Software CD-ROM	\$ 15.53	\$ 15.53
25	NTE980BA SIP CTI TR87	\$ 26.91	\$ 672.75
10	NTE980JA SIP Access Port License	\$ 83.84	\$ 838.35
25	NTE980PA All Sys 1-PERS Call Asst Lic	\$ 12.42	\$ 310.50
60	NTE980XA All Sys 1-Succession AST Lic	\$ 23.81	\$ 1,428.30
1	NTTL43AB Pre-paid Upgrade to TM 3.1	\$ -	\$ -
72	NTE959AA 1 IP User Upg Enh to Prem -R5	\$ 46.58	\$ 3,353.40
520	NTE965AA 1 SL Upgrade Enh to Prem -R5	\$ 45.54	\$ 23,680.80
60	NTE985AA ACD Agt Upg Enh to Prem -R5	\$ 31.05	\$ 1,863.00
592	SVOM0053 SRS - SW Upg to R5 Like for Li	\$ -	\$ -
592	GW5500811 Software Rel SVC - BASIC-SL811	\$ 14.87	\$ 8,801.86
		Equipment Total: \$	56,694.41
		Installation Material: \$	650.00
		Freight: \$	852.91

ATTACHMENT A



GLOBAL BUSINESS MARKETS

GOVERNMENT and EDUCATION SERVICES (GES)

Labor Total: \$ 4,962.00
Project Total: \$ 63,159.32

Nortel Contact Center 6.0

1	NT9S20AA	CCM 6.0 Nodal Base System	\$ 10,531.13	\$	10,531.13
15	NT9S21AA	CC Stand. VoiceAgt. Inc.1-49	\$ 655.16	\$	9,827.33
1	NT9S34AA	CC 6.0 License File on Media	\$ 213.21	\$	213.21
1	N0032917	CP4.0 Keycode	\$ -	\$	-
5	NTZE07EA	CP(F) Voice Channels 2 Add	\$ 428.49	\$	2,142.45
1	NTZE4002	CP Upgrade Code (NO Charge)	\$ -	\$	-
1	GW5500930	SOFTWARE REL SVC BASIC SL930	\$ 1,219.32	\$	1,219.32
15	GW5500936	SOFTWARE REL SVC BASIC SL936	\$ 66.96	\$	1,004.40

Equipment Total: \$ 24,937.83
Installation Material: \$ 500.00
Freight: \$ 395.03
Labor Total: \$ 14,199.00
Project Total: \$ 40,031.86

Equipment Grand Total: \$ 81,632.24
Installation Material: \$ 1,150.00
Freight Grand Total: \$ 1,247.94
Labor Grand Total: \$ 19,161.00
Nortel UC 1-2-3 Program Discount: \$ (10,232.85)
Project Grand Total: \$ 92,958.33

ATTACHMENT A



GLOBAL BUSINESS MARKETS

GOVERNMENT and EDUCATION SERVICES (GES)

Thank you for considering Qwest for your communications solutions.

Pricing for new equipment is valid for 60 days. Delivery 45 to 90 days from PO

Budgetary quotes are based on current pricing and are subject to pricing, engineering changes and availability at time of order. Labor and Services are a good faith budgetary estimate and will be based on actual work required. Labor and Services are not included in Optional items unless specified.

Customer responsible for all equipment space, environmental, power, grounding and lighting requirements

For information or questions please contact your Qwest Local Government Account Team

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