



CITY OF WASHINGTON, ILLINOIS

City Council Agenda Communication

Meeting Date: June 21, 2021

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Agenda Item: Approval of Voice over Internet Protocol (VoIP) Proposal

Explanation: On March 22, 2021 a Request for Proposal (RFP) was published for a new VoIP Telecommunications System with the intent to discontinue the use of the analog devices and move to SIP or similar IP based protocols. The desire is for a new telecommunications system across all City facilities that uses VoIP technology and integrates voice and data onto the same data network.

Benefits:

- Ability to dial by extension instead of dialing outside lines to reach other departments and locations
- Consolidate/reduce operating costs of phone service (will be able to remove the current T-1 line servicing the Police Department that provides the PRI for PD and City Hall)
- Replace equipment that is more than 20 years old and at end of life

The best-qualified response was from Heart Technologies who provided the original system back in 1999 and has a current support contract. Initially, Heart provided a proposal for the VoIP to be installed using the current PRI lines with the SIP proposal which would be fully internet-based as a second phase. In following up with Heart, I found that it was much more cost-effective and efficient to not phase-in the SIP portion of the project and so I requested a proposal with that in mind. Additionally, IT360 who assisted in the RFP development and review process recommended that the part of the proposal from Heart for switches be removed and the switches instead be purchased from IT360 and all switches across the network be upgraded for both data and phone. This would be a benefit to upgrade all network switches as well at this time.

Original Proposal

Heart Technologies VoIP Telecommunications System with upgrade to telephone only switches:

Total: **\$51,909.38**

Heart Technologies – Session Initiated Protocol (SIP) as a second phase:

Total: **\$6,770.00**

Grand Total \$58,679.38

Revised Proposal

Heart Technologies – VoIP and SIP as one phase with no phone switches

Total: **\$51,484.59**

IT360 – upgrading of all phone and data network switches (added \$1,684.44)

Total: **\$6,411.96**

Grand Total \$57,896.55

Fiscal Impact: Total of \$57,896.55 which includes upgrading data switches for an additional \$1,684.44 and a reduction of the original proposal of almost \$2,500 by doing the project in one phase, thereby saving some software subscription costs. A total of \$60,000 has been budgeted for this project between General, Water and Sewer Funds for FY21-22.

Recommendation/Committee Discussion Summary: N/A

Action Requested: Approval of the revised proposal from Heart Technologies for VoIP/SIP, including all hardware, software, installation, project management and training in the amount of \$51,484.59 and approval of the proposal from IT360 to upgrade network switches for both phone and data in the amount of \$6,411.96 as part of the Consent Agenda.