

# Agenda Report

July 14, 2014

**TO:** Honorable Mayor and City Council

**FROM:** Department of Information Technology

**SUBJECT: AUTHORIZATION TO ENTER INTO A PURCHASE ORDER CONTRACT WITH CONTINUANT TO FURNISH AND DELIVER AN ENTERPRISE VOICE MESSAGING SYSTEM**

**RECOMMENDATION:**

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b) (3); and
2. Authorize the City Manager to enter into a purchase order contract with Continuant, Inc. to furnish and deliver software, hardware, and services for an enterprise Voice Messaging System (VMS) to replace the City's existing Octel VMS in an amount not to exceed \$181,942. Competitive bidding is not required pursuant to City Charter Article X Section 1002(F), Contracts for professional or unique services.

**BACKGROUND:**

The City's comprehensive Information Technology Strategic Plan (ITSP) which was completed in April 2011, focused on meeting the following objectives:

- Increase and enhance public access to information and services.
- Develop an IT investment strategy to enhance and replace aging systems.
- Develop a strategic plan with an enterprise focus, integrating existing and new systems.
- Maintain the flexibility to incorporate emerging technologies as they become available.

The ITSP also contains a 5-year implementation roadmap, which addresses the successful deployment of strategic business technologies required to meet the stated

objectives. Following this roadmap, the City is replacing its aging voice messaging system. The current voice messaging system (Octel Aria 250) provides voicemail to 1,500 subscribers and 75 multi-level automated attendants citywide. This system, which is no longer supported by the manufacturer, was implemented over twenty years ago, and is maintained by Continuant, Inc. via a services contract since August 1, 2013.

On February 17, 2014, a Request for Proposals (RFP) to furnish and deliver an enterprise Voice Messaging System (VMS) was issued and posted on the City's website. The RFP sought a highly qualified voice messaging communications vendor with professional and technical implementation and integration service capabilities. The scope of work in the RFP required the successful vendor to meet the following objectives:

- Utilize the City's current enterprise voice and data systems and network architecture with no significant changes.
- Provide all the basic functions currently in use with the Octel Aria 250 system.
- Provide new features and functionality that will enhance voice messaging services and staff productivity.
- Ability to seamlessly integrate with other systems, such as email, calendars, and mobile devices, to provide Unified Communications features and functionality.

On March 18, 2014, the City received a total of four responsive proposals in response to the RFP. Proposals were evaluated based on the five criteria outlined in the RFP: functional and technical merit, completeness of proposed solution, recent experience with projects of this size and scope in an agency of similar size, cost proposal, local Pasadena business, and small or micro-business designation. A panel of reviewers from the Department of Information Technology (DoIT) ranked the proposals out of a possible 100% as follows:

| Rank | Vendor (System Manufacturer)   | Headquarters | Percentage |
|------|--------------------------------|--------------|------------|
| 1    | Continuant, Inc. (AVST)        | Fife, WA     | 79.96%     |
| 2    | Merrill and Associates (Avaya) | Brea, CA     | 54.73%     |
| 3    | AdvanTel Networks (Esna)       | San Jose, CA | 54.67%     |
| 4    | SIGMAnet (Cisco)               | Ontario, CA  | 50.76%     |

Based on the above scoring, staff is recommending authorization for the City Manager to enter into a contract with Continuant, Inc. for an amount not to exceed \$181,942. The primary factors for selecting Continuant are the comprehensiveness of their proposed solution, project methodology, technical merit and expertise, cost, and relevant experience, qualifications and references. This cost includes all software, hardware, licensing, professional services including installation, testing and training, and the annual software subscription fees for one year.

The proposed contract will be set up as follows:

|                                   |                 |
|-----------------------------------|-----------------|
| Base Project Fees and Expenses    | \$161,099       |
| Annual Software Subscription Fees | \$ 12,788       |
| Contingency Allowance (5%)        | <u>\$ 8,055</u> |
| Contract "Not to Exceed" Amount   | \$181,942       |

Staff anticipates phase 1 of the project will take approximately five months to implement and transition all existing City voicemail mailboxes and automated attendants with an additional three to six months for the deployment of additional new features. All staff time to support and manage the project is factored into DoIT's FY 2015 work plan, so there is no anticipated impact to other operational programs or capital projects.

**COUNCIL POLICY CONSIDERATION:**

This contract with Continuant, Inc. supports the City Council's three year goal to improve, maintain and enhance public facilities infrastructure; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

**ENVIRONMENTAL ANALYSIS:**

The proposed contract is exempt from CEQA per section 15061(b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action is for the replacement of the existing voice messaging system and will not result in any new development or physical changes.

**FISCAL IMPACT:**

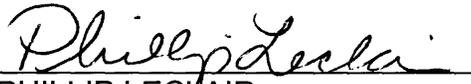
The cost of this action will be \$181,942. Funding for this action will be addressed by the utilization of existing budgeted appropriations in the capital improvement project 71157, DoIT Equipment Life Cycle Replacement FY 2015 – 2019. It is anticipated that the entire contract amount will be spent during the current fiscal year.

The following table represents a contract summary.

|                                   |           |                |
|-----------------------------------|-----------|----------------|
| Base Fee and Expenses             | \$        | 161,099        |
| Annual Software Subscription Fees | \$        | 12,788         |
| Contingency                       | \$        | 8,055          |
| <b>Total Fiscal Impact</b>        | <b>\$</b> | <b>181,942</b> |

With the exception of the annual Software Subscription Fees stated above, annual hardware and software maintenance is already covered in an existing master services contract with Continuant on the City's telephone systems, which was awarded via a formal bid process in July 2013, and expires August 1, 2016. Future years, software subscription fees estimated at \$12,788 per year will be addressed annually by the utilization of budgeted appropriations in the Infrastructure-Telecom portion of DoIT's operating budget.

Respectfully submitted,

  
PHILLIP LECLAIR  
Chief Information Officer  
Department of Information Technology

Prepared by:



Pamela E. Burton  
Telecommunications Supervisor

Approved by:



MICHAEL J. BECK  
City Manager

Attachment A: Taxpayer Protection Amendment Form