



**DEPARTMENT OF ADMINISTRATION & FINANCE  
PURCHASING/CENTRAL SERVICES DIVISION**

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April 19, 2011

The Honorable Mayor Dan Devine  
and Members of the Common Council  
7525 W Greenfield Ave  
West Allis, WI 53214

Dear Mayor Devine and Common Council Members:

Present phone system is the Fujitsu 9600, which was purchased in 1995 at a cost of \$350,000. The system went unsupported by Fujitsu in 2002, with no further upgrades. We have been able to obtain parts (new and refurbished) and service from vendors who have taken over the support of this system. This system was originally purchased with an expected life of 8 to 10 years, and we are now at 15+ years.

The City budgets for this upgrade annually, and has accumulated the funds to purchase this system for \$325,000.

Breakdown of cost are:

- \$300,000 phone system
- \$10,000 Comlog connection (recording of Police phone lines)
- \$15,000 Network switches and fiber connectors

Future phone system RFP # 1086 was sent December 2, 2010. We had sixteen (16) vendors who attended the pre-bid meeting. We received eight (8) bids from the following vendors:

- Altura – Avaya system
- Black Box – Siemens system
- Convergent – Iwatsu system
- Enterprise Systems – Mitel Digital system
- NACR – Avaya system
- Phones Plus – Toshiba system
- SPS – Avaya system
- TIG – Mitel VOIP system

Based on proposals, evaluations and pricing, three (3) vendors were invited in for presentation and questions, they were:

- Convergent – Iwatsu system
- Enterprise Systems – Mitel Digital system
- TIG – Mitel VOIP system

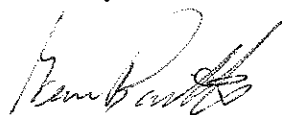
Evaluation Team:

Terry Meincke – Superintendent Electrical / DPW  
Barry Waddell – Lieutenant / Police  
Robert Barwick – Senior Buyer / Purchasing  
Jim Jandovitz – Mgr / IT  
Tim Taff – Consultant / Technical Design Services, Inc.  
Gene Baietto – Mgr / Purchasing

Reasons for picking Telcom Innovations Group's (TIG) Mitel solution using PhyBridge VOIP (voice over internet protocol)

- Only Vendor with a VOIP solution, which is state of the art technology. (based on the City's present cabling, which is Cat 3, this is the only solution that would provide VOIP without spending \$200K on setting up all building with Cat 5 wiring.)
- Out of eight vendors they had the second lowest price, with the five years of maintenance, which was an element of our RFP. (based on seven years of maintenance they would be the lowest price)
- Will provide the best redundancy if one of the two locations goes down the other will be able to keep the system running. At the four locations where we will have the PhyBridge Uniphyers, they will be backed up with UPS and Generator to support the power requirements.
- The Mitel/Phybridge solution required very few parts, which reduces the amount of things that can go wrong.
  - Mitel Controllers
  - PhyBridge Uniphyers
  - PhyBridge Adapters
  - Phones & Accessories
- Received very favorable comments from their references, regarding the equipment, PhyBridge solution, and TIG. (installation, product upgrades, training and service/support)
- The VOIP phones (Mitel) have equal or more features than any of the other two vendors that were invited to the demo round.
- The Mitel/Phybridge solution became the unanimous consensus from the team.

Sincerely,



Gene Baietto  
Manager, Purchasing/Central Services

GJB/bjw