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CITY AT THE CENTER
WEST ALLIS

City of West Allis
Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
R-2011-0100	Resolution	Introduced

Resolution relative to authorizing a contract with Telecom Innovations Group(TIG) for furnishing and installing a city wide telephone system for a total sum not to exceed$325,000.00.

Introduced: 4/19/2011

Controlling Body: Administration & Finance Committee

Sponsor(s): Administration & Finance Committee

COMMITTEE RECOMMENDATION adopt

ACTION DATE: APR 19 2011

	MOVER	SECONDER	AYE	NO	PRESENT	EXCUSED
Barczak						
Czaplewski						
Kopplin			✓			
Lajsic			✓			
Narlock		X	✓			
Reinke			✓			
Roadt						
Sengstock						
Vitale	X		✓			
Weigel						
TOTAL			5			

SIGNATURE OF COMMITTEE MEMBER

Chair Kurt Kopplin Vice-Chair Member

COMMON COUNCIL ACTION **ADOPT**

ACTION DATE: APR 19 2011

	MOVER	SECONDER	AYE	NO	PRESENT	EXCUSED
Barczak		✓	✓			
Czaplewski			✓			
Kopplin	✓		✓			
Lajsic			✓			
Narlock			✓			
Reinke			✓			
Roadt			✓			
Sengstock						✓
Vitale			✓			
Weigel			✓			
TOTAL			9			1

CITY AT THE CENTER
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Resolution

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number: R-2011-0100

Final Action: APR 19 2011

Sponsor(s): Administration & Finance Committee

Resolution relative to authorizing a contract with Telecom Innovations Group (TIG) for furnishing and installing a telephone and voice mail system for the City of West Allis for a total sum not to exceed $325,000.00.

WHEREAS, The Purchasing/Central Services Division has reported that it duly advertised a request for proposal for a Telephone and Voice Mail System for the City of West Allis, that the proposals received as shown on the attached bid report were reasonable; and,

WHEREAS, The Common Council deems it to be in the best interests of the City of West Allis that the proposal of Telecom Innovations Group (TIG) be accepted.

WHEREAS, subsequent to the highest rated firm providing the latest technology in meeting our requirements, the evaluation team recommended that the contract award be made to the best qualified and second lowest priced firm, TIG.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Common Council of the City of West Allis that the proposal dated January 5, 2011 submitted by TIG for furnishing one (1) Mitel VOIP Telephone System for a total sum not to exceed $325,000.00 in accordance with City of West Allis RFP 1086 be and is hereby accepted.

BE IT FURTHER RESOLVED, that the Purchasing/Central Services Division be and is hereby authorized to enter into a contract for the aforesaid equipment and service.

PCSD1086

ADOPTED APR 19 2011

Paul M. Ziehler, City Admin. Officer, Clerk/Treas.

APPROVED 4/25/11

Dan Devine, Mayor

CITY AT THE CENTER
WEST ALLIS

Winner Wisconsin Award for Municipal Excellence

DEPARTMENT OF ADMINISTRATION & FINANCE
PURCHASING/CENTRAL SERVICES DIVISION

Gene J. Baietto, C.P.M.
Manager

Robert A. Barwick, CPSM, CPPB
Senior Buyer

414/302-8300
414/302-8321 (Fax)

City Hall
7525 West Greenfield Avenue
West Allis, Wisconsin 53214

purchasing@ci.west-allis.wi.us
www.ci.west-allis.wi.us

Date: April 19, 2011

To: The Honorable Mayor Dan Devine
and Members of the Common Council

From: Gene Baietto, Manager, Purchasing/Central Services

Subject: City of West Allis Telephone System

Attached are three documents pertaining to RFP 1086 for a Telephone and Voice Mail System.

1. Communication from Gene Baietto, Manager, Purchasing/Central Services
2. Communication from Jim Jandovitz, Manager, IT Department
3. Bid tabulation

CITY AT THE CENTER
WEST ALLIS

Wisconsin Award for Municipal Excellence

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

City of West Allis 2011 Phone System Selection

After reviewing the RFP responses and meeting with the three finalists, I am recommending the city select the Mitel solution from TIG. While any of the three solutions would have work for the city, I felt the TIG solution provides us with the best technology, best phones and the most resilient and reliable system. We received all positive feedback from their supplied references and check of Google also did not turn up any outstanding issues.

The key piece of equipment that made TIG and its IP Phones my finalist was a switch called Phybridge. Phybridge is a new technology that lets us use our older cabling (cat 3) within our building with the newer IP based type phones, which requires cat 5 cabling. This allows us to purchase state of the art phones without the cost of upgrading our cabling. TIG was the only company to specify this equipment in its design. These Phybridge units will also allow us to centralize needs all the power for the IP Phones located around the city to just a few locations. This eliminates the need for UPS power system in all of our phone closets around the city. Each of these Phybridge switch locations will already have generators at them for extended runtime in case of a power failure. This eliminates my power concerns in regards to IP based phones systems.

All three systems were within less than 10% of each other and price was not the deciding factor. The following are the reason for my recommendation.

Resiliency

I consider this to be the most important feature any system we selected. The system must operate at all time during the worst of times. Communications is important to our operations. I feel the TIG group designed with the most foolproof system.

- Each IP can phone can operate independently and just needs to link to any one of the two Mitel 3300 devices located within the city. The phones have the ability to connect to another Mitel 3300 unit in different location automatically without dropping the phone call. This was the only system that would not lose a call if the phone switch developed problems.
- The IP Phones are powered from the Phybridge switches located in just three locations in the city; city hall, fire station 2, and the police department. All 3 of these locations have generators located at them, which will supply power to all the phones. The only point of failure in the TIG design is this Phybridge device. A spare Phybridge will be located within the city for quicker replacement in case a failure. These Phybridge's switches are 'plug and place' with no configuration, just unplug the old one and plug in the new one.
- IP Phones, and 3300 switches, Phybridge switches, and the voice mail system will reside on it own network, independent of the city data (computer) network. This separate secure network will not have internet access to prevent any viruses infecting the phone system. In any rare event the voice network would go down, simply plugging the phones into the data network would allow a phone to continue to operate until the voice network is back up.
- Other than some common network equipment, this solution consists of only 3 types of equipment, which included the IP Phones, the Phybridge switches, and 2 Mitel 3300 servers. This will make the system very easy to debug and have fewer parts to maintain.

New Technology

The addition of the Phybridge switches has met all my concerns about using the new IP Phone technologies. My major concerns about the phone requirements of each phone around the city in case of a power outage have been resolved knowing that only these three devices need power for all the phones to work. This device also eliminates the need to replace out Cat3 cabling in most of our buildings.

IP Phones

- On screen programming eliminates the need for the printing of paper overlays for each phone when the phones programming changes for the higher level phones.
- Wireless handsets eliminate the need for the cord that runs between the phones cradle and the phones itself. This allows the phone to become a 'wireless' handset that can work within several hundred feet from the phone itself.
- We can buy these new technology phones for about the same price as the 10-year-old digital phones of the digital Mitel vendor.

Has a fully client side Voice Recording Solution

It was determine that our current ComLog voice recorder at the police department was superior to any voice recording system proposed. TIG is working with our voice recorder vendor to fully integrate their system into our Comlog Recorder. Some licenses will be required to be purchased at a cost of around $10,000.

The other venders could either record only the calls entering and leaving the city (no internal calls could be recorded) or required special adaptors to be placed on every handset that was to be recorded. The price to modify our current system to record only inbound/outbound calls would be around $10,000.

Temporary Remote Phones within the City.

We can place a phone any where within the city. All that is needed is a wireless connection or access to the city network. For example, during the WI State Fair, we can just plug in a phone into the wireless network that is setup for the temp fire station located at the fair. It will have a 302 extension just like a city phone and have the same features that city employees will already familiar with.

Other considerations

Phybridge unit failure rate is unknown
Illinois location of the phone vender
Didn't integrate into Outlook as well as iWatsu
Didn't have the direct battery connect as iWatsu
Didn't have the OS or quality, mean life failure as iWatsu
Lacking some of the features of iWatsu – whisper mode, remote relays, bells

City of West Allis - Telecom Pricing Summary

Pricing	Altura	Black Box	Convergent	Enter. Systems	NACR	Phones Plus	SPS	TIG
Hardware / Software	$ 236,737.65	$ 255,787.48	$ 160,496.77	$ 127,294.00	$ 254,391.39	$ 247,817.00	$ 245,424.23	$ 239,000.00
Shipping	$ 1,000.00	Incl	$ 3,209.94	$ 500.00	$ 1,992.85	$ -	$ 20,053.09	Incl
Installation	$ 68,693.00	Incl	$ 55,325.00	$ 86,741.00	$ 76,838.00	$ 33,106.52	$ 79,644.19	Incl
Training	Incl	Incl	$ 19,500.00	Incl	$ 7,524.00	Incl	$ 5,250.00	Incl
Trade-in	$ -	$ -	$ (9,000.00)	$ -	$ -	$ -	$ (4,109.00)	$ -
	$ 306,430.65	$ 255,787.48	$ 229,531.71	$ 214,535.00	$ 340,746.24	$ 280,923.52	$ 346,262.51	$ 239,000.00
Maintenance - 2-5	$ 90,032.00	$ 125,965.44	$ 84,846.40	$ 67,574.00	$ 96,048.00	$ 60,652.32	$ 91,380.00	$ 50,984.80
Recommended Options								
Cell Phone Integration	$ -	$ -	$ -	$ 3,655.20	$ -	$ 6,579.00	$ 555.00	$ -
Amcom 911	$ -	$ -		$ -	$ -	$ -	$ -	$ -
E911 Anywhere & ELIN	$ -	$ -	$ -	$ -	$ 68,644.00	$ -	$ -	$ -
Comlog	$ -	$ -	$ 7,240.00	$ 7,240.00	$ -	$ 7,240.00	$ -	$ 10,000.00
RedSky Anywhere	$ 18,875.00	$ -	$ -	$ -	$ -	$ -	$ 5,800.00	$ -
Redundant Server		$ 7,545.30	$ -	$ -	$ -	$ -	$ -	$ -
Total 5-year Cost	**$ 415,338**	**$ 389,298**	**$ 321,618**	**$ 293,004**	**$ 505,438**	**$ 355,395**	**$ 443,998**	**$ 299,985**
Call Recording			r&c	r&c		$10000 card		$10000 card
Push-to-record			standard	standard		standard		standard