THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: March 22, 2022

Subject: Replacement Phone/Call Center System

Staff Resource(s): Jonathan Feldman, CIO, IT Services, AND Kevin Hymel, Business Architect, IT Services

Action Requested: Adoption of a resolution authorizing the City Manager to enter into an agreement with TRUE IP SOLUTIONS, LLC for a hosted phone/call center system.

Background:

- The current phone system, serving all City departments, is at end-of-life.
- This means that it is no longer supported by the vendor and could cause security and reliability issues.
- The current system was installed over 15 years ago and lacks modern features.
- Following the North Carolina Statutory IT exceptions RFP Process, the City published a Request for Proposals (RFP) seeking responses to our requirements for a replacement phone/call center system.

Vendor Outreach Efforts:

- Staff began the RFP process in January of 2021 (298-IT-PhoneFY21).
- This was posted to the State's and the City's bid sites.
- The Asheville Business Inclusion office shared the RFP with their network.
- Out of 26 proposals received, one identified as an MWBE vendor (Business Operational Concepts: Woman-Owned).
- After evaluating the proposals and scoring responses based on selection criteria, the RFP team selected TRUE IP SOLUTIONS, LLC.

Council Goal(s):

- A Well-Planned & Livable Community
- A Financially Resilient City

Committee(s):

- N/A

Pro(s):

- A hosted ("cloud-based") phone system has enhanced features, including call-center features and remote working options.
- Avoidance of over $200,000 of capital costs to upgrade the current phone system.
- The operational costs of the new system are approximately ⅔ of the old system.
- Aligns with City of Asheville IT Services strategic plan to utilize cloud-based systems where possible in order to improve features offered as well as the City's security posture.

Con(s):

- N/A

Fiscal Impact:

- The 3-year contract is budgeted not to exceed $90,000 annually or $270,0000 for all three years.
- The annual amount is already included in City departmental budgets based on the number of users.
- The resolution would authorize the City Manager to execute the renewal options as stated in the contract after the initial three years.

Suggested Motion:

- Motion to Adoption of a resolution authorizing the City Manager to enter into an agreement with TRUE IP SOLUTIONS, LLC for a hosted phone system.

Attachment(s):

- Resolution

RESOLUTION NO. 22-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AN AGREEMENT WITH TRUE IP SOLUTIONS, LLC FOR A HOSTED PHONE/CALL CENTER SYSTEM

WHEREAS, the City of Asheville has authority pursuant to N.C. Gen. Stat. 160A-20.1 to contract with appropriate money to any person, association, or corporation in order to carry out any public purpose authorized by law; and

WHEREAS, the City is in need of a replacement phone and call center system with modern features that are supported; and

WHEREAS, True IP Solutions, LLC was selected through a Request for Proposal bidding process in conformance with North Carolina Procurement laws, and the City intends to enter into an agreement with True IP Solutions, LLC for a hosted phone/call center system; and

WHEREAS, the funding is currently allocated in the budget:

Estimated Costs	
Year 1:	$90,000.00
Year 2:	$90,000.00
Year 3:	$90,000.00
Total:	$270,000.00

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to enter into a three-year general services agreement for the hosted phone system, including maintenance and support with True IP Solutions, LLC. The City Manager is further authorized to execute contract amendments obligating the City to pay up to 15% in excess of the total estimated cost of $270,000, the contract for the remaining term if necessary and proper. The City Manager is also further authorized to execute the renewal options as stated in the contract after the initial three years.

Read, approved and adopted this the 22nd day of March, 2022.

_____ _____

City Clerk Mayor

Approved as to form:

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City Attorney