

# Corporate Report

NO: R166

COUNCIL DATE: JULY 9, 2007

#### **REGULAR COUNCIL**

TO: Mayor & Council DATE: July 15, 2010

FROM: General Manager, Finance & Technology FILE: 1275-24

**SUBJECT: RCMP Surrey Detachment Telephone System Replacements** 

#### RECOMMENDATION

It is recommended that Council authorize the purchase of Cisco Systems Inc. IP telephony systems, network equipment and technical professional services from Telus Communications Company for \$550,000 plus GST and PST, for hardware and services, to replace the RCMP Surrey Detachment's legacy telephone systems.

## **BACKGROUND**

The existing RCMP Surrey Detachment's legacy telephone systems have exceeded their expected lifespan and are due for immediate replacement. The systems support approximately 800 users at: the main detachment, five district, and two community policing offices. The existing legacy telephone system is a 15-year-old Private Branch Exchange (PBX). The useful life and capacity of the system has been reached. There is no room for expansion and viability of support is of significant concern.

# **DISCUSSION**

The voice and data telecommunications industry has made significant technological advancements since the time that RCMP Surrey Detachment implemented its current PBX system. The modern industry replacement standard for telephone systems is voice over Internet protocol (VoIP) systems. These systems offer significant improvements over legacy PBX systems and Centrex services. By delivery of voice communication over existing data networks in an IP format, significant cost savings are achieved.

The recommended telephone system replacement solution for the RCMP Surrey Detachment is for the delivery of voice communication over the existing RCMP data network in an IP format. In order to implement this technology, coordination and approval from numerous RCMP groups, including the Federal Departmental Security Branch (DSB) has been completed. A critical component is successful completion of a 'Threat and Risk Assessment' (TRA) process. As part of RCMP policy, the data network can only be utilized for IP-based telephony systems that have an RCMP Threat and Risk Assessment completed.

After a detailed analysis and competitive procurement process, Cisco IP Telephony has been implemented in Ottawa. As part of this process, Cisco IP Telephony systems have undergone a TRA by the RCMP to ensure they meet security requirements

In May 2007, working with Surrey RCMP detachment, Information Technology initiated a Request for Proposal (RFP) #1220-30-25-07 to replace RCMP Surrey Detachment's legacy telephone systems. The opportunity was advertised on the BC Bid and the City's websites. Ten companies registered to participate, however only two responded, Telus Communications Company and Bell Canada.

Supplier proposals were received and analysed by an evaluation team. The team recommended that Telus Communications Company would deliver the best-valued solution based on their overall package pricing and other evaluation criteria. Although the pricing was packaged differently for each proposal, the Telus pricing was the lowest when the cost of all factors of the proposals were included. The City has been using various Telus (formerly BC Tel) network services for more than 15 years. They have provided reliable service and network connectivity to sixteen of the city's remote campuses, Internet access, and Centrex telephone service to many of the Parks, Recreation and Culture facilities.

## **CONCLUSION**

In accordance with the City's Purchasing Policy, it is recommended that Council approve the purchase of Cisco Systems Inc IP telephony systems from Telus Communications Company for hardware and services to replace RCMP Surrey Detachment's legacy telephone systems. Funding is available in the RCMP Surrey Detachment's capital budget.

Vivienne Wilke, CGA General Manager, Finance & Technology

Cc: OIC, Surrey Detachment
Manager, Information Technology