

NO: **R241**

COUNCIL DATE: **November 26, 2012**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **November 21, 2012**

FROM: **General Manager, Finance & Technology**

FILE: **1355-100**

SUBJECT: **Replacement of the Telephone System in Civic Facilities**

RECOMMENDATION

The Finance and Technology Department recommends that Council authorize the award of a contract to NEC Canada Inc for the supply and implementation of a new telephone and unified communications system in all civic facilities, including related technical professional services, as generally described in this report at a total price not to exceed \$1,400,000 plus applicable taxes.

BACKGROUND

The City's existing telephone system has been in service since 1996 and supports approximately 1,700 users across all city buildings not including those occupied by the RCMP and the Fire Services Department. Minor upgrades to the existing system have been undertaken from time to time to extend its useful life.

DISCUSSION

The voice and data telecommunications industry has experienced significant technological advancements since the implementation of the City's telephone system. The current replacement standard for telephone systems is a voice over Internet (VoIP) solution combined with unified communications features.

In August a Request for Proposals (RFP # 1220-030-2012-046) was issued for the replacement of the City's telephone system. The terms of reference contained in the RFP documentation requested quotations for a new, open platform that would provide a framework from which the City can build and take full advantage of current and emerging technologies with a view to improving the City's internal and external communication services to allow the provision of anywhere/anytime access to both information and applications.

The RFP was advertised on each of the BC Bid website and the City of Surrey website. In response to the RFP, the City received a proposal from each of the following companies:

1. Altivon;
2. Bell Canada;
3. KRP Communications Ltd.;
4. Long View Systems Corporation;
5. NEC Canada Inc.;
6. Softchoice Corporation; and
7. TELUS Communications Corporation.

An evaluation process was undertaken that rated each of the proposals based on the following criteria:

- Experience of the proponent;
- Reputation of the proponent;
- Resources of the proponent;
- Technical specifications related to the proponents products and the supply and installation of the products; and
- Cost of the solution as proposed.

Based on these criteria, the evaluation team has determined that the proposal from NEC Canada Inc. offers the best value to the City. The NEC proposal was cost competitive with the other proposals and provides a flexible solution that will serve the needs of the City for many years. NEC also has a sound reputation in relation to delivering similar projects for other large clients.

NEC Canada's solution offers the following key features:

- Converging voicemails from multiple devices and faxes along with email messages into one email inbox that users open and manage from any email-capable device (desktop computer, laptop, tablet, smartphone);
- Enabling instant messaging across the entire organization. Instant messages (IMs) are real-time chat conversations between two or more parties, offering the immediacy of a phone call with the written record and retention of an email;
- Combing different communication methods, including phone calls, voicemails, emails, instant messaging, and video conferencing, so that co-workers and business partners can easily identify if contacts are busy or available and can choose to reach them by whichever method is best suited for the moment;
- The ability to easily search for anyone across the organization and then view their level of availability (such as "available", "busy", "away"), also known as "presence". Presence can be intelligently and automatically set and or manually set;

- Enabling simple, web-based collaboration and video conferencing so that decisions can be made faster, issues can be solved at a lower cost, or training/coaching/town hall sessions can be delivered with greater flexibility. These are accomplished by removing traditional barriers such as the availability and location of an adequately sized meeting space, the availability and location of required people, or even the need to travel;
- Being able to start a phone call at a desk location, and then easily continue that conversation from a smartphone as the employee leaves the office (and vice versa);
- The ability to advertise a single phone number so that the system, under the direction of the employee, can automatically send calls to the employee's desk phone, cell phone, or other devices;
- Enhanced 9-1-1 location reporting for emergency responders;
- Call recording and screen recording for call centre agents; and
- Skills-based routing for call centre agents.

Cost of Solution:

The implementation of the NEC Canada telephone and unified communications system across all civic facilities will cost \$1,400,000 plus applicable taxes.

Implementation Schedule:

The new telephone/communications system will be rolled out across civic facilities over the next several months. The new system will not be deployed in the current City Hall.

FUNDING

Funding for this contract is available in the Equipment Replacement Fund.

SUSTAINABILITY CONSIDERATIONS

The recommendations of this report will assist in achieving the objectives of the City's Sustainability Charter; more particularly, the following scope action items:

- EC1: "Corporate Economic Sustainability" that focuses on ensuring the City's resources are used efficiently and responsibly; and
- EN4: "Employee Trip Reduction Program" that centers on assisting employees in making sustainable transportation choices by offering alternative meeting methods that allow employees to connect, communicate and collaborate remotely and thereby reduce the number of trips that are necessary for conducting City business that has the effect of reducing greenhouse gas emissions.

CONCLUSION

Based on the above discussion, it is recommended that Council authorize the award of a contract to NEC Canada Inc for the supply and implementation of a new telephone and unified communications system in all civic facilities, including related technical professional services, as generally described in this report at a total price not to exceed \$1,400,000 plus applicable taxes.

Vivienne Wilke, CGA
General Manager,
Finance & Technology