



# *CITY COUNCIL AGENDA REPORT*

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MEETING DATE: MARCH 6, 2012

ITEM NUMBER:

**SUBJECT:** RECOMMENDED APPROVAL OF THE CITY'S PHONE SYSTEM UPGRADE

**DATE:** FEBRUARY 27, 2012

**FROM:** POLICE DEPARTMENT – TELECOMMUNICATIONS BUREAU

**PRESENTATION BY:** BRYAN GLASS, LIEUTENANT

**FOR FURTHER INFORMATION CONTACT:** BRYAN GLASS, LIEUTENANT - 714.754.5603

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## **RECOMMENDATION:**

1. Approve the upgrade to the City's Avaya phone system by Merrill & Associates.
2. Approve Budget Adjustment No. 12-009 in the amount of \$18,000 to the Police Department Telecommunication's operating budget for the phone upgrade.
3. Authorize the expenditure of funds (\$257,740.00) to Merrill & Associates for the upgrade to the City's Avaya phone system.

## **BACKGROUND:**

The City of Costa Mesa currently utilizes the Avaya Definity G3SIR6 telephone system with an Intuity Audix R1 Voice Mail and CAS for Windows call accounting systems for the in-house voice communications network. The City also utilizes smaller Avaya Definity Prologic telephone systems at the remote sites, i.e., fire stations, community centers, city yard, and police substations. These remote sites are linked back to the main Civic Center campus via a fiber optic system, thus allowing for centralized administration and programming functions. The City's current phone system is an upgrade to the previous Avaya phone system and became operational in August 1999.

The previous contract with then Lucent Technologies, now Avaya Communications, was for a five-year lease-purchase agreement. At the end of the agreement, all telephone equipment became the sole property of the City and an upgrade to the next generation of communications systems was pursued. This action would have resulted in the next upgrade taking place in the 2004 or 2005 time frame. The planning and implementation stages for the proposed upgrade were initiated, but never implemented. Additionally, the City discontinued all repair and support services from Avaya, thus leaving the responsibility to city staff.

## **ANALYSIS:**

To date, an upgrade to the City's phone system has not occurred. The system is now over 12 years old and is completely obsolete and unsupported. If any sort of equipment failure should occur to the phone system, the City will be faced with no phone system to perform city business. The duration of the phone system being inoperable could range from days to weeks depending upon the issue.

To upgrade and modernize the City's phone system, staff has obtained a proposal from Merrill & Associates, an Avaya partner group, to advance the City's phone system to a new, highly developed, dependable, and supportable system. The upgrade will offer the City a number of

new features to keep pace with modern technology. It will entail the complete replacement of the phone system backbone components, while supporting the City's existing telephone desk sets. The new system will allow for future expansion and will be capable of upgrading with additional features dependent upon the needs of the City. Additionally, the upgrade project includes the training of in-house staff for maintenance and support service, as well as the reestablishment of 24-7 support from the Avaya partner group. The cost of the upgrade is \$257,740.

The maintenance and service contract for the first year is included in the project cost. Following the first year of the maintenance contract, the annual cost will be \$27,224 per year. If the City decides to pursue IP handsets as part of the project, the minimum cost would be an additional \$45,000.

**ALTERNATIVES CONSIDERED:**

No action can be taken and the City will be required to address phone system issues as they occur.

**FISCAL REVIEW:**

As part of the FY 2010/2011 Budget, City Council approved and allocated funds in the amount of \$240,000 for the phone system upgrade. Since these funds were not spent in FY 10/11, they were carried over into FY 11/12. Since the current cost of the upgrade is \$257,740, budget adjustment No. 12-009 allocates an additional \$18,000 from the General Fund contingency budget to the Police Department Telecommunication's operating budget to fund the phone system upgrade.

**LEGAL REVIEW:**

Not required.

**CONCLUSION:**

Staff recommends City Council approve the upgrade to the City's Avaya phone system infrastructure, Budget Adjustment No. 12-009, and authorize the expenditure of funds to Merrill & Associates for the upgrade project.

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TOM GAZSI  
Chief of Police

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BOBBY YOUNG  
Finance & IT Director

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BRYAN GLASS  
Lieutenant

- DISTRIBUTION:
1. Finance Department
  2. Lt. Bryan Glass, Police Department

- ATTACHMENTS:
1. Merrill & Associates Phone System Proposal  
[Part 1](#)  
[Part 2](#)  
[Part 3](#)  
[Part 4](#)  
[Part 5](#)
  2. [Budget Adjustment No. 12-009](#)