

City of Hesperia

STAFF REPORT



DATE: January 21, 2020

TO: Mayor and Council Members

FROM: Nils Bentsen, City Manager

BY: Rachel Molina, Assistant to the City Manager
Victor Knight, Information Systems Manager

SUBJECT: Phone System Update

RECOMMENDED ACTION

It is recommended that the City Council authorize the City Manager to execute a contract with ConvergeOne in the amount of \$112,574 to update the City's phone system and related network hardware to a supported version.

BACKGROUND

The City's phone system is in need of updating in order to ensure that telephone services are available and reliable. A critical component of the system, the Water Billing call center, has not been updated since 2012, and is no longer supported by the manufacturer or third parties. In response to this need, funding for a phone system update project was included in the Fiscal Year (FY) 2019-20 Budget to address the issue.

ISSUES/ANALYSIS

In December 2019, the Water Billing call center experienced a significant system failure. The unexpected system failure, occurring before services could be contracted, necessitates utilizing the Unforeseen Circumstances section of the City's Purchasing Ordinance to timely contract with a vendor.

A temporary workaround is currently in place, which allows the call center to function. The workaround is not a long-term solution, and relies on licensing that will expire. While constituents are currently able to contact Water Billing customer service to remit payment, receive customer service, initiate and terminate service or report emergencies related to water and sewer service, the system's stability in its current state is not sustainable. Phone service at City Hall, Animal Services, and Public Works are at risk for a long-term outage if the update is not performed.

The recommended vendor, ConvergeOne is familiar with the City's communications infrastructure, and has advised on how to temporarily sustain service continuity following the recently experienced failure.

FISCAL IMPACT

Adequate budget exists within the FY 2019-20 Budget.

Ongoing annual costs in the amount of \$15,911 for maintenance, support and licensing is comparable to existing phone system annual requirements, will continue for an additional 4 years, and will be budgeted annually.

ALTERNATIVE(S)

1. Provide alternative direction to staff.

ATTACHMENT(S)

None.