

City Council – Action Request Form

Date: April 25, 2017

To: The City Manager

From: Thomas Kureczka, Chief Information Officer

Council Action Requested:

Adoption of Resolution Awarding Contract for IT Consulting Services for UCS Upgrade

The City implemented Cisco's Unified Communications System (UCS) in 2007. This solution, based on Internet Protocol (IP) Telephony technology, includes components that provide our core telephone system, and voice mail, contact center, call recording, and reporting services. The contact center component is the primary business application used by CityLink staff.

An FY16-17 key work item is to complete a major upgrade to the UCS. This upgrade will provide disaster recovery architecture to support the telephone system and CityLink's operations, security updates, enhanced functionality, and support for remote operations.

This request is for the approval of the use of outside consulting services for the upgrade, specifically the use of services provided by NWN Corporation. For the past six years, NWN has provided consulting, monitoring services, and managed services for the entire City network, which includes the Unified Communications System. NWN was awarded this contract, with multiple renewals, as a result of a Request For Proposal process. Through these managed services, NWN staff has gained extensive knowledge of our network, including the voice and data traffic between our facilities and with the outside world via the internet.

NWN staff wrote and supports much of the custom software that layers on top of the Cisco solution and provides internal business functions. For CityLink this includes the integration of staff's phones and desktop computers with the primary call center application; various call queues; call back, email, and chat capabilities for citizens; and off-hours operations call coordination. NWN has been deeply involved with the interface between the Cisco system and the third party interactive voice recognition (IVR) product that allows customers to make payments over the phone. NWN has also provided custom software that integrates the telephone system with the City's directory service that is used for access to, management, and integration of all of our business applications.

Committee Action:

Committee _____ **Action** _____

For _____ **Against** _____

Remarks: _____

This request is for approval for a sole source contract with NWN for professional services as part of the UCS upgrade project. Using a statement of work and list of required technical skills provided by staff, NWN has proposed a fixed price for the services of \$61,074.07. Funding for this project is included in the FY16-17 Information Systems operating budget.

Workforce Demographics: See Exhibit A