



AGENDA ITEM SUMMARY

District Impacted

- ☐ 1 = Anzollitto
- ☐ 2 = Woolard
- ☐ 3 = Boyd
- ☐ 4 = Cisneros
- ☐ 5 = Colvin
- ☐ X All

DESCRIPTION	CONSIDER RESOLUTION NO. 2016-R93; A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AND MANAGE A LEASE AGREEMENT BETWEEN THE CITY OF BOERNE AND MITEL LEASING FOR UPGRADING THE CITY'S PHONE SYSTEM AND PROVIDING A MAINTENANCE PLAN FOR THE PHONE SYSTEM.
STAFF'S RECOMMENDED ACTION (be specific)	Approve Resolution No. 2016-R93; A Resolution Authorizing The City Manager To Enter Into And Manage A Lease Agreement Between The City Of Boerne And Mitel Leasing For Upgrading The City's Phone System And Providing A Maintenance Plan For The Phone System.
CONTACT PERSON	Mike Raute
SUMMARY	<p>The City's current phone system is 14 years old and very antiquated. The system is comprised of three Mitel 3300 controllers, one located at City Hall, one at the Police Department and one at the Library. We have 175 desk phones and 3 conferencing stations attached to the controllers.</p> <p>The IT department in the last several years has been maintaining and repairing as needed because the system is no longer under any warranty and does not have a maintenance contract. We are starting to see issues with the system, and getting parts is becoming difficult. Mitel no longer issues software updates for the system software because of the age of the system.</p> <p>The information technology department has evaluated replacing the entire City phone system and found the cost was going to be around \$650,000.00. We then took a step back and contacted Mitel for a better solution and it was determined we could just upgrade the system. Keeping the desk phones, we currently have at all city locations and only upgrading the 3 Mitel 3300 controllers to the latest Mitel solution. By upgrading the system controllers, the cost is considerably less because we will not have to purchase all new phones throughout the city facilities.</p> <p>The upgraded phone system will give us the capability of running reports showing call volumes, call times and caller bounce rates. It will also have new technology that was not present 14 years ago, like interoffice instant messaging, call routing, voicemail to email, improved security and redundancy. The caller will have better menu</p>

	<p>options when calling into the City helping to get them to the right department the first time without having to be transferred several times.</p> <p>When investigating the solution for upgrading with Mitel, the option of leasing was discussed and presented some more cost savings and also includes maintenance, training and assurances for the software and hardware to always be up to date. The lease will be an operation total solution lease for 5 years, but has a clause for cancellation for non-appropriation of funds, therefore not binding any future councils or budgets to the lease.</p> <p>We did talk to other providers (Cisco, Avaya) but they could only provide the solution of buying new and replacing the entire system as a whole. Mitel is also an approved Texas DIR vendor (DIR # DIR-TSO-2685).</p>
COST	\$4,367.19 monthly/\$52,406.28 yearly – 5-year lease
SOURCE OF FUNDS	Budgeted item for FY 2016-2017 Information systems GL Acct 512-600
ADDITIONAL INFORMATION	Contract will begin October 2016.

This summary is not meant to be all inclusive. Supporting documentation is attached.

Form Revised 6/1/16