



**AGENDA ITEM # 10C**

**AGENDA ITEM EXECUTIVE SUMMARY**

**Village Board Meeting**

**December 3, 2018**

**Item Title: Village-wide Telephone System Replacement Project**

**Staff Contact: Jason M. Bielawski, Assistant Village Administrator**

**VILLAGE BOARD ACTION**

**Adopt a resolution authorizing the execution of a contract between the Village of Roselle and Telcom Innovations Group for the installation of a Village-wide voice over internet protocol telephone system.**

**Executive Summary:**

The FY 2018 Budget includes \$120,000 for the installation of a new Village-wide telephone system. Due to the age of the Village's various phone systems, current limits on the ability to support useful applications that would improve customer service, and the high cost for maintaining the systems, staff began a study of its telephone systems in 2017. The study was led by a consultant, Wilson Consulting, who conducted interviews with Village employees, physical inspections of each Village building requiring telephone service, and analysis of existing telecommunications equipment. The outcome of the study identified the need to install a new unified Village-wide telephone system solution to replace the three systems currently serving Village Hall, Police and Fire Departments, Public Works facility, and Botterman and Devlin Wastewater Treatment Plants. The new system will operate over the Village's existing fiber network and provide enhanced features and capabilities that will improve service to the community as well as internal communications.

In August 2018, the Village released a request for proposal (RFP) for a voice over internet protocol (VoIP) telecommunications system. In total the Village received 16 proposals for both on-premise and hosted systems. The cost for the systems ranged significantly if the system was on-premise or hosted. Overall, hosted systems ranged from \$29,750 in the first year to \$314,714 over five years and on-premise systems ranged from \$59,680 in the first year to \$155,120 over five years. On-premise is the traditional method of installing system components within the Village's network and hosted is using a third-party provider to host the system components in the cloud at a remote location. The Village's existing telephone systems are all on-premise. Wilson Consulting evaluated each proposal and rated them based upon vendor strength, manufacturer support, system configurations and features, telephone instruments, system administration, and system cost. The consultant and staff interviewed two vendors - the highest rated on-

premise and hosted system vendors – to obtain additional information about the systems including previewing the system administration, features, and telephone instruments. Following the interviews, the recommended vendor's proposal was updated to reflect the anticipated final design of the phone system.

Based on the proposed system design, experience and expertise of the vendor to implement and support the proposed system, overall cost of ownership, and system usability, the recommendation is to award a contract to Telcom Innovations Group (TIG) in the amount of \$60,476 for an on-premise telephone system manufacturer by Mitel. Mitel was awarded a competitively solicited contract through a national cooperative that is available to government organizations. Ongoing maintenance through TIG would cost approximately \$4,000 annually for years 2 - 5. The proposal from TIG received the highest rating (860 out of 1,000 points) and has the lowest total 5 year system cost amongst all 16 proposals, which is \$76,481.80. TIG has extensive experience with installing Mitel solutions in many governmental entities in Illinois and its support/service center is based in Itasca.

**Implications:**

**Is this item budgeted?** Yes, the FY 2018 budget includes \$120,000 for this project. To date, about \$5,000 has been spent on consulting services and network equipment to prepare the Fire Department for the new telephone equipment. In addition to the initial \$60,476 cost for the system, the Village will spend \$6,000 for consulting services to assist with project management and oversight of system installation. Therefore, the total cost of the project is estimated to be \$71,500.

**Any other implications to be considered?** Due to possible changes in licensing and/or handset selection for the approximate 150 end users that could occur during installation, cost of the final system design could nominally deviate from the \$60,476 proposal cost.

**Attachments:**

Resolution  
Professional Services Contract  
Telcom Innovations Group Proposal

**RESOLUTION NO. 2018 –**

**A RESOLUTION AUTHORIZING THE MAYOR TO SIGN A PROFESSIONAL SERVICE CONTRACT WITH TELCOM INNOVATIONS GROUP FOR TELEPHONE SYSTEM INSTALLATION SERVICES**

WHEREAS, the corporate authorities of the Village of Roselle deem it in the best interests of the Village to enter into a contract with Telcom Innovations Group for a new Village-wide telephone system; and

WHEREAS, the awarding of this contract is the result of a competitive request for proposal process; and

NOW, THEREFORE, be it resolved by the Mayor and Board of Trustees of the Village of Roselle that the Mayor is hereby authorized to sign that certain Contract for Telephone System Installation Services with Telcom Innovations Group, which is attached hereto and incorporated as fully set forth as Exhibit A.

ADOPTED this 3<sup>rd</sup> day of December, 2018

AYES:

NAYS:

ABSTAIN:

ABSENT:

\_\_\_\_\_  
Andrew J. Maglio, Mayor

ATTEST:

\_\_\_\_\_  
Patricia Burns, Village Clerk

## **CONTRACT FOR TELEPHONE SYSTEM INSTALLATION SERVICES**

THIS CONTRACT is made and entered into by and between the Village of Roselle, a body politic and corporate (hereinafter the "Village"), and Telcom Innovations Group, (hereinafter "Contractor").

### **WITNESSETH:**

WHEREAS, the Village is desirous of replacing its existing telephone systems with a single unified Village-wide system to serve the Village Hall, Police and Fire Stations, Public Works facility, and Devlin and Botterman Wastewater Treatment Plants located within DuPage County; and

WHEREAS, the Village has determined that it is reasonable, necessary and desirable to obtain the services of a professional contractor to supply, configure, and install a voice over internet protocol phone system for the Village's information technology network; and

WHEREAS, Contractor desires to provide the necessary services upon the terms set forth herein.

NOW, THEREFORE, in consideration of the mutual promises, terms and conditions set forth herein, the parties agree as follows:

1. Scope of Services. Contractor shall perform the services described in its proposal dated November 27, 2018 which is attached hereto and incorporated herein as Exhibit A. Contractor represents and warrants that it shall perform its services in a manner consistent with the level of care and skill customarily exercised by other professional contractors under similar circumstances at the time the services are performed. Where this Agreement is inconsistent with any provision of Exhibit A this Agreement shall control.

2. Compensation. The total amount to be paid Contractor for the services under this Contract and expenses incurred in connection therewith is \$60,476.60. Contractor shall submit

its payment requests, and the Village shall pay contractor in accordance with the Local Government Prompt Payment Act.

3. Additional Services. Contractor shall perform only those services specified herein. In the event Contractor or the Village determines that additional services are required to complete the project, such additional services shall not be performed unless directed in writing by the Village. Payment for additional services shall be as mutually agreed upon by the parties.

4. Hold Harmless and Indemnification. Contractor shall defend, hold harmless and indemnify the Village, its officers, agents, employees and elected officials, from any loss, damage, demand, liability, cause of action, fine, judgment or settlement, together with all costs and expenses related thereto (including reasonable expert witness and attorney fees), that may be incurred as a result of bodily injury, sickness, death or property damage or as a result of any other claim or suit of any nature whatsoever arising from or in any manner connected with, directly or indirectly, the negligent acts, errors, omissions, or intentional acts or omissions of Contractor in performing the services provided for in this Contract or the negligent acts, errors, omissions or intentional acts or omissions of any agent, subcontractor or contractor hired to perform any service on behalf of Contractor. The obligation on the part of the Contractor to defend, hold harmless and indemnify the Village shall survive the expiration or termination of this contract.

5. Insurance. Unless otherwise authorized in writing by the Village Administrator, Contractor and each of its agents, subcontractors and contractors hired to perform any services provided for herein shall purchase and maintain during the term of this Contract insurance coverage which will satisfactorily insure Contractor and, where appropriate, the Village against claims and liabilities which may arise out of the services referred to in this Contract. Such insurance shall be issued by companies authorized to do business in the State of Illinois and

approved by the Village. The insurance coverages shall include, but not necessarily be limited to, the following:

(A) Worker's Compensation insurance with limits as required by the applicable statutes of the State of Illinois. The Employer's Liability coverage under the Worker's Compensation policy shall have limits of not less than \$500,000 each accident/injury; \$500,000 each employee/disease; \$500,000 policy limit.

(B) Commercial general liability insurance protecting Contractor against any and all public liability claims which may arise in the course of performance of this Contract. The limits of liability shall be not less than \$1,000,000 each occurrence bodily injury/property damage combined single limit and \$2,000,000 aggregate bodily injury/property damage combined single limit. The policy of commercial liability insurance shall include contractual liability coverage and an endorsement naming the Village as an additional insured.

(C) Commercial automobile liability insurance covering Contractor's owned, non-owned and leased vehicles which protects Contractor against automobile liability claims whether on or off of the Village's premises with coverage limits of not less than \$1,000,000 per accident bodily injury/property damage combined single limit. The policy of commercial liability insurance shall include contractual liability coverage and an endorsement naming the Village as an additional insured.

(D) Umbrella or Excess liability insurance with limits of not less than \$1,000,000 per occurrence bodily injury/property damage combined single limit. The Umbrella or Excess coverage shall apply in excess of the limits stated in subparagraphs (B) and (C) above, and shall either include an endorsement naming the Village as an additional insured or provide "following form" coverage for the primary insurance.

6. Evidence of Insurance. Contractor shall furnish the Village with a certificate of insurance and, upon the Village's request, copies of all insurance policies and endorsements thereto evidencing the coverages stated above. The insurance certificates and policies shall provide that no cancellation or modification of the policies shall occur without at least 30 days' written notice to the Village. Contractor shall not commence any services under this Contract until evidence of the required insurance is received and approved by the Village. The Village shall be named on the policies required by Section 5 subsections (B) and (D) as additional insured. No policy shall require contribution by the Village's insurance.

7. Compliance with Laws. Contractor shall comply with all applicable federal, state and local laws, rules and regulations, and with all Village ordinances, rules and regulations now in force or hereafter enacted in the performance of the services required under this Contract. Contractor certifies that it is licensed to perform the engineering services provided for in this Contract in accordance with the requirements of the Structural Engineering Licensing Act of 1989, 225 ILCS 325/1 *et seq.*

8. Control of Services. The Village shall not be responsible for or have control over the means, methods, techniques or procedures with respect to the performance by Contractor of the services in this Contract.

9. Termination of Contract. If the Village concludes that the Contractor is not performing in accordance with the terms set forth herein, the Village Administrator, or his designee, may issue a stop work order requiring an immediate cessation of all work except that necessary to secure project protection and safety. If the Contractor fails to remediate its breach within forty eight (48) business hours the Village Administrator may terminate this Agreement. In the event of a termination, the Village shall pay Contractor for the services performed and expenses incurred as of the effective date of termination, less any sums attributable, directly or indirectly, to

Contractor's breach. Stop work orders may be issued by the Village Administrator or his designee orally or by e-mail to the Contractor. All oral stop work orders shall be confirmed by e-mail but e-mail shall not be a prerequisite to the stop work order becoming effective.

10. Recovery of Costs. In the event the Village is required to institute any proceeding or action, whether legal or equitable, to enforce any provision of this Contract, the Village shall be entitled to recover all costs and expenses incurred as a result of said action or proceeding, including reasonable expert witness and attorney fees.

11. Ownership of Documents & Release of Information. All records, reports, tests, studies, documents, data or other information, regardless of whether in written, electronic or other format, prepared or generated by Contractor in connection with performing the services provided for herein shall be regarded as the sole and exclusive property of the Village and shall not be utilized by Contractor in any manner on other projects or distributed to third parties without the prior written consent of the Village. In addition, any information provided by the Village to Contractor in connection with Contractor's performance of the services provided for herein and all information associated with Contractor's work product shall remain confidential and shall not be disclosed to any third party without the prior written consent of the Village.

12. FOIA. Contractor agrees to furnish all records related to this Agreement and any documentation related to the Village required under an Illinois Freedom of Information Act (ILCS 140/1 et/ seq.) (hereinafter, "FOIA") request within five business days after Village issues notice of such request to the Contractor. Contractor agrees to not apply any costs or charge any fees to the Village regarding the procurement of records required pursuant to a FOIA request except it may request and shall be paid fees authorized by the FOIA. Contractor agrees to defend, indemnify and hold harmless Village and agrees to pay all reasonable costs connected therewith (including but not limited to reasonable attorney's and witness fees, filing fees, and any other

expenses) for Village to defend any and all causes of action, disputes, prosecutions, or conflicts arising from Contractors failure to furnish all documentation related to a request within five days after the Village issues notice of request that Village utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, Contractor agrees to pay all cost connected therewith (such as reasonable attorney's and witness fees, filing fees and any other expenses) to defend any denial of a FOIA request by the Contractor's request to utilize a lawful exemption to Village.

13. Integration. The provisions set forth herein represent the entire agreement between the parties and supersede all prior agreements, promises and representations, as it is the intent of the parties to provide for a complete integration within the terms of this Contract. This Contract may be modified only by a further written agreement between the parties, and no modification shall be effective unless properly approved and executed by each party.

14. Exclusive jurisdiction for any disputes under this Agreement shall be in the 18<sup>th</sup> Judicial Circuit Court, Wheaton, DuPage County, Illinois.

IN WITNESS WHEREOF, the parties have entered into this Contract as of the 3<sup>rd</sup> day of December, 2018.

VILLAGE OF ROSELLE  
ADMINISTRATOR'S OFFICE  
31 S PROSPECT ST  
ROSELLE, IL 60172

TELCOM  
INNOVATIONS GROUP  
125 N  
PROSPECT AVE.  
ITASCA, IL  
60143

BY: \_\_\_\_\_

Mayor

BY: \_\_\_\_\_

President

ATTEST: \_\_\_\_\_

Clerk

ATTEST: \_\_\_\_\_

\_\_\_\_\_

Secretary

**Equipped for:**

- 1 NEW Mitel EX Controller for up to 1500 Phones Located at P.D.
  - 4 LS Trunk Circuits
  - 4 Analog Circuits
- 2 ISDN PRI Connections
- 136 Telephones
  - 109 - Mitel 6920 IP Phones
  - 6 - Mitel 6930 IP Phones
  - 15 - Mitel 6940 IP Phones
  - 5 - Polycom IP 5000 Conference Room Phones
  - 1 - Analog Cordless phone for Devlin
- 16 UCC Basic Licenses (16 in each base package)
- 55 UCC Basic Licenses (Purchased)
- 62 UCC Entry Licenses (includes the following)
  - Voicemail & Unified Messaging License
  - MiCollab Basic UC Client Desktop License
  - Multi-Device License (Up to 8 Devices) with call handoff
- 15 UCC Standard Licenses (includes the following)
  - Voicemail & Unified Messaging License
  - MiCollab Advanced UC Client Desktop License
  - Multi-Device License (Up to 8 Devices) with call handoff
  - Advanced IM & Presence (Calendar Integration)
  - Remote Teleworker Licenses
  - Softphone
  - 13 ports Audio, Web Video Conferencing
- 50 Stand Alone Voice mail boxes with Unified Messaging
- 30 Additional Voicemail boxes for departmental and attendant
- 1 Active Directory Integration Software

**Police Department**

Part Number	Description	Qty.	Unit	Total	Disc	Unit	Total
<b>Base EX Controller</b>							
50008229	EX Controller 4/60G	1	\$2,000.00	\$2,000.00	25%	\$1,500.00	\$1,500.00
50008231	4 Port FXS for EX Cont.	1	\$250.00	\$250.00	25%	\$187.50	\$187.50
50008232	4 Port FXO for EX Cont.	1	\$350.00	\$350.00	25%	\$262.50	\$262.50
50008234	DSP card for EX Cont	1	\$300.00	\$300.00	25%	\$225.00	\$225.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$25.00	\$25.00	38%	\$15.50	\$15.50
<b>Base System Software</b>							
54004973	MiVoice Business Enterprise S/W for 3300 <i>includes 16 Basic Licenses and 1 PRI License</i>	1	\$3,000.00	\$3,000.00	38%	\$1,860.00	\$1,860.00
<b>PRI Modules</b>							
50008233	1 Port PRI for EX Cont	2	\$750.00	\$1,500.00	25%	\$562.50	\$1,125.00
54000303	MiVoice Business License - Digital Link	1	\$1,500.00	\$1,500.00	38%	\$930.00	\$930.00
<b>Active Directory Integration</b>							
54005064	MiVoice Business License -IDS Connectio	1	\$1,500.00	\$1,500.00	38%	\$930.00	\$930.00
<b>MiCollab Base Software (Virtualized on the Village's Hyper-V)</b>							
54005442	MiCollab Virtual Appliance	1	\$995.00	\$995.00	38%	\$616.90	\$616.90
<b>MiCollab Software</b>							

54006539	UCCv4.0 Entry User for MiVoice Bus x1	12	\$225.00	\$2,700.00	38%	\$139.50	\$1,674.00
54006540	UCCv4.0 Entry User for MiVoice Bus x50	1	\$9,350.00	\$9,350.00	38%	\$5,797.00	\$5,797.00
54006542	UCCv4.0 STND User for MiVoice Bus x1	15	\$325.00	\$4,875.00	38%	\$201.50	\$3,022.50
54004975	MiVoice Bus License - Enterprise User	55	\$175.00	\$9,625.00	38%	\$108.50	\$5,967.50
54005611	MiCollab NPUM MiVBus Mailbox Licensesx50	1	\$1,500.00	\$1,500.00	38%	\$930.00	\$930.00
54004109	NPUM Standard UM Users x50	1	\$600.00	\$600.00	38%	\$372.00	\$372.00
54005610	MiCollab NPUM MiVBus Mailbox Licensesx10	3	\$350.00	\$1,050.00	38%	\$217.00	\$651.00
<b>IP Desktop</b>							
50006767	6920 IP Phone	109	\$295.00	\$32,155.00	38%	\$182.90	\$19,936.10
50006769	6930 IP Phone	6	\$410.00	\$2,460.00	38%	\$254.20	\$1,525.20
50006770	6940 IP Phone	15	\$550.00	\$8,250.00	38%	\$341.00	\$5,115.00
50006921	6900/6800 Wall Mount Kit (10 Pack)	2	\$250.00	\$500.00	38%	\$155.00	\$310.00
51305332	DECT Headset - Integrated (NA)	1	\$325.00	\$325.00	38%	\$201.50	\$201.50
IP5000	Polycom IP 5000 Conference Phones	5	\$265.00	\$1,325.00	0%	\$265.00	\$1,325.00
	25' Handset Cords	26	\$3.50	\$91.00	0%	\$3.50	\$91.00
<b>Mitel ATA's &amp; Mitel Paging Adapters</b>							
51304959	TA7102 (2 Port ATA) (V.H., P.W., Devlin, W.T.)	4	\$169.00	\$676.00	38%	\$104.78	\$419.12
51304960	TA7104 (4 Port ATA) (Fire)	1	\$339.00	\$339.00	38%	\$210.18	\$210.18
50001754	5485 IP PAGING UNIT (all locations)	6	\$685.00	\$4,110.00	38%	\$424.70	\$2,548.20
50005300	24VDC IP PWR ADPT 100-240V 50-60HZ	6	\$40.00	\$240.00	38%	\$24.80	\$148.80
51005172	PWR CRD C7 2.5A 125V-NA PLUG NON POLRIZ	6	\$8.00	\$48.00	38%	\$4.96	\$29.76
	Cordless Analog Phone (Devlin)	1	\$60.00	\$60.00	0%	\$60.00	\$60.00
<b>Software Assurance</b>							
54009186	SWA Std 1y MiCollab System	1	\$100.00	\$100.00	38%	\$62.00	\$62.00
54009189	SWA Std 1y MiCollab UM Mailbox	50	\$3.50	\$175.00	38%	\$2.17	\$108.50
54009208	SWA Std 1y UCC Entry MiVB	62	\$11.00	\$682.00	38%	\$6.82	\$422.84
54009209	SWA Std 1y UCC Std MiVB	15	\$21.00	\$315.00	38%	\$13.02	\$195.30
54009220	SWA Std 1y MiVBus System	1	\$125.00	\$125.00	38%	\$77.50	\$77.50
54009224	SWA Std 1y MiVBus User	55	\$10.00	\$550.00	38%	\$6.20	\$341.00
				<u>\$90,746.00</u>		<b>Sub-Total</b>	<u>\$59,193.40</u>

### System Pricing Summary

	<b>Total Mitel Cost</b>	<b>\$59,193.40</b>
	<b>Discount &amp; Promotions</b>	<b>-\$7,776.86</b>
	<b>Sub-Total</b>	<b>\$51,416.54</b>
<b>See Below</b>	<b>Year 1 Upcharge for Mitel Premium Software Assurance</b>	<b>\$375.10</b>
<b>See Below</b>	<b>Cost to add Fax</b>	<b>\$1,630.00</b>
	<b>Installation, Programming &amp; Training</b>	<b>\$7,054.96</b>
	<b>Total Cash Purchase Price</b>	<b>\$60,476.60</b>

### Ongoing Maintenance & Mitel Software Assurance (Billed Annually)

*These costs will change if the configuration changes*

<b>Year 1 Mitel Premium Software Assurance</b>	<b>Included</b>
<b>Year TIG Maintenance</b>	<b>Included</b>
<b>Year 2 Mitel Premium Software Assurance</b>	<b>\$1,582.24</b>
<b>Year 2 TIG Maintenance</b>	<b>\$2,419.06</b>
<b>Annual Cost</b>	<b>\$4,001.30</b>
<b>Year 3 Mitel Premium Software Assurance</b>	<b>\$1,582.24</b>
<b>Year 3 TIG Maintenance</b>	<b>\$2,419.06</b>
<b>Annual Cost</b>	<b>\$4,001.30</b>
<b>Year 4 Mitel Premium Software Assurance</b>	<b>\$1,582.24</b>

Year 4 TIG Maintenance **\$2,419.06**  
 Annual Cost **\$4,001.30**

Year 5 Mitel Premium Software Assurance **\$1,582.24**  
 Year 5 TIG Maintenance **\$2,419.06**  
 Annual Cost **\$4,001.30**

Procurement Options		
<i>These costs will change if the configuration changes</i>	Monthly Payment	Cash Value
36 Month \$1 buyout (Maintenance & SWAS billed separately)		
<b>Estimated Monthly Payment</b>	<b>\$1,767.00</b>	<b>\$60,476.60</b>
36 Month \$1 buyout (Includes Maintenance and SWAS)		
<b>Estimated Monthly Payment</b>	<b>\$2,205.00</b>	<b>\$76,481.82</b>
60 Month \$1 buyout (Maintenance & SWAS billed separately)		
<b>Estimated Monthly Payment</b>	<b>\$1,125.00</b>	<b>\$60,476.60</b>
60 Month \$1 buyout (Includes Maintenance and SWAS)		
<b>Estimated Monthly Payment</b>	<b>\$1,404.00</b>	<b>\$76,481.82</b>

**End of Itemization**

Mitel Performance Analytics Software - Premium Software Assurance							
Part Number	Description	Qty.	Unit	Total	Disc	Unit	Total
<i>Software Assurance</i>							
54007815	SWA Prem 1y MiVBus System	1	\$163.00	\$163.00	38%	\$101.06	\$101.06
54007816	SWA Prem 1y MiVBus User	55	\$13.00	\$715.00	38%	\$8.06	\$443.30
54008178	SWA Prem 1y MiCollab System	1	\$130.00	\$130.00	38%	\$80.60	\$80.60
54008181	SWA Prem 1y MiCollab UM Mailbx	50	\$4.50	\$225.00	38%	\$2.79	\$139.50
54008320	SWA Prem 1y UCC Entry MiVB	62	\$14.50	\$899.00	38%	\$8.99	\$557.38
54008322	SWA Prem 1y UCC Std MiVB	15	\$28.00	\$420.00	38%	\$17.36	\$260.40
	Subtotal Software Assurance					<b>Sub-Total</b>	<b>\$1,582.24</b>
						Credit for Software Assurance in the base proposal	<b>-\$1,207.14</b>
						<b>Net Increase for Mitel MPA</b>	<b>\$375.10</b>

Mitel MiCollab Fax add-on							
Part Number	Description	Qty.	Unit	Total	Disc	Unit	Total
54002375	NPUM Fax on One Port (max 6/node)	1	\$1,000.00	\$1,000.00	38%	\$620.00	\$620.00
54004112	NPUM Outbound Fax Users x50	1	\$1,000.00	\$1,000.00	38%	\$620.00	\$620.00
						<b>Sub-Total</b>	<b>\$1,240.00</b>
						Install	<b>\$390.00</b>
						<b>Total</b>	<b>\$1,630.00</b>

We can accommodate 6 Ports of Fax within the MiCollab Server. Below is pricing for 1 Port with 50 Outbound User Licenses. This system can be expanded as required.

**End of Itemization.**