



Office of the City Manager

CONSENT CALENDAR
October 26, 2021

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Subject: Contract No. 122411-2 Amendment: Communication Strategies for Consulting Services for Voice over IP (VoIP) Extending Support and Maintenance and AT&T Phone Bill Audit

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 122411-2 with Communication Strategies for Consulting Services for Voice over IP (VoIP) extending Support and Maintenance and in order to conduct a phone billing audit of AT&T, increasing the contract amount by \$14,625 for a total not-to-exceed amount of \$97,436 from July 1, 2017 to June 30, 2023.

FISCAL IMPACTS OF RECOMMENDATION

Funding for these professional services is available in the Department of Information Technology's Fiscal Year (FY) 2022 VoIP Phone System Fund, as outlined below.

FY 2022: VoIP Phone System Fund
\$14,625 Budget Code: 502-35-363-380-0000-000-412-612990-
(Phone System Replacement, IT Department, Professional Services)

CURRENT SITUATION AND ITS EFFECTS

The City is upgrading its Voice over Internet Protocol (VoIP) phone system. With Communications Strategies' help, we have issued an RFP, selected and moved to several new vendors (including Integration Partners and TPx), added capabilities (such as e911 to come up to compliance with Kari's Law and Ray Baum's Act), in addition to improving our VoIP technology suite itself. Communication Strategies has assisted the City of Berkeley every step along the way.

At this juncture in the process, it is appropriate and prudent for the City of Berkeley to conduct an abbreviated AT&T line and circuit billing audit and clean-up effort in order to identify lines that may be able to be cancelled, thus producing cost savings over time. It is expected that the abbreviated audit will target "low hanging fruit" and uncover information on future targets for cleanup. Additionally, this funding will provide the City of Berkeley an additional fifty (50) hours for ongoing consulting and project manage-

ment services that can be flexibly allocated by the City throughout the life of the contract.

BACKGROUND

In July 2019, the City contracted with Communication Strategies to assist with developing the requirements for a Request for Proposals (RFP) for a new Voice Over IP (VoIP) support and maintenance vendor, and to assist with reviewing the proposals to help the City make a final selection.

As part of the RFP development process, recommendations (such as a converting to SIP-trunking technologies, new voicemail component, and evaluating how to and potentially move to supporting eFAX) and requirements (such as implementing Kari's Law and Ray Baum's Act e911 capabilities) were identified and then prioritized. And, subsequent contract amendments were made so that Communication Strategies could assist the City in implementing several of these recommendations and requirements.

This spending authorization provides funding to tidy up the deployment through an abbreviated phone billing audit of AT&T, and provide additional support and maintenance to the City of Berkeley as this project nears its completion.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Communication Strategies will be able to conduct the majority of their work remotely, limiting greenhouse gas emissions associated with travel time to and from City offices for on-site meetings.

RATIONALE FOR RECOMMENDATION

Communication Strategies has proven itself to the City of Berkeley and the Department of Information Technology (IT) to be knowledgeable and competent in the field of communications, throughout this VoIP upgrade. They were invaluable in developing the City's Request for Proposals (RFP) for a new VoIP support and maintenance vendor, assisted by reviewing the proposals to help the City make a final selection, and have been instrumental in managing and advising the City throughout the implementation of the upgrades and new capabilities. Finally, Communication Strategies has additionally presented themselves as a well-suited and considerably economical for this audit.

ALTERNATIVE ACTIONS CONSIDERED

The City considered conducting the AT&T line and circuit billing audit and clean-up effort ourselves, however, we do not have the resources with the expertise that Communications Strategies brings. We also do not have the resources to provide support and maintenance that match the complexity of remaining projects.

CONTACT PERSON

Tom Ray, Information Security Manager, Department of Information Technology, (510)
981-6525

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 122411-2 AMENDMENT: COMMUNICATION STRATEGIES FOR CONSULTING SERVICES FOR VOICE OVER IP (VOIP) EXTENDING SUPPORT AND MAINTENANCE AND AT&T PHONE BILL AUDIT

WHEREAS, The City is upgrading its Voice over Internet Protocol (VoIP) phone system, and is nearing that point in the process where a phone billing audit is often conducted; and

WHEREAS, An additional fifty (50) hours of support and maintenance are anticipated by the Department of Information Technology (IT) as required to complete the upgrade; and

WHEREAS, The Department of IT has previously worked with Communication Strategies to develop the RFP for VoIP support contracts, to assess the responses, and to implement the upgrades and new capabilities of the project; and

WHEREAS, Funding for these professional services is available in the Department of Information Technology's Fiscal Year (FY) 2022 VoIP Phone System Fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 122411-2 with Communication Strategies for Consulting Services for Voice over IP (VoIP) Extending Support and Maintenance, and to Conduct AT&T Phone Billing Audit, increasing the contract amount by \$14,625 for a total not-to-exceed amount of \$97,436 from July 1, 2017 to June 30, 2023.