

CITY OF LONG BEACH

C-18

TECHNOLOGY AND INNOVATION DEPARTMENT

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December 12, 2017

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Authorize the City Manager, or designee, to execute an amendment to the agreement with Windstream Corporation, of Louisville, KY, for delivering Session Initiated Protocol (SIP) and Primary Rate Interface (PRI) trunking services, in a total amount not to exceed \$600,000, for a period of three years, with the option to renew for two additional one-year periods, including any necessary amendments; and,

Increase appropriations in the General Services Fund (IS 385) in the Technology and Innovation Department (TI) by \$60,000. (Citywide)

DISCUSSION

City Council approval is requested to amend the contract with Windstream Corporation (Windstream) to continue providing SIP and PRI trunking telecommunications services. SIP and PRI are Internet protocols commonly used with VoIP (Voice over Internet Protocol) telephone systems for controlling multimedia communication sessions such as voice and video calls and for carrying multiple digital signals for voice and data transmissions between the network and a user over Internet Protocol (IP) networks.

A Request for Proposals was conducted in 2014 for SIP and PRI trunking services, which resulted in award to Windstream on November 18, 2014. Windstream's proposal included a thorough and detailed plan to work jointly with City staff in simplifying communications through custom configurations, profiles, scripts, programs, management software and customer portal. Specifically, Windstream's resilient design ensured essential City functions continue after a disruption for both voice and internet service through redundant multiprotocol label switching circuits.

Windstream worked closely with the City to build a highly-reliable and cost-effective SIP and PRI infrastructure that supports the citywide phone systems, and the City has had nearly three years of reliable services. The Technology and Innovation Department (TID) has surveyed other municipalities and determined that the pricing proposed by Windstream is competitive. TID also reviewed alternative approaches to SIP/PRI and found that the SIP/PRI is more cost-effective for the City. To maximize the City's savings and benefits from the original contract, TID recommends amending the current contract for an additional three-year term with the option to renew for two additional one-year periods.

This matter was reviewed by Deputy City Attorney Amy R. Webber and by Budget Analysis Officer Julissa José-Murray on November 8, 2017.

TIMING CONSIDERATIONS

City Council action to adopt a Resolution and award a contract concurrently is requested on December 5, 2017, to ensure a contract is in place expeditiously and service can continue uninterrupted.

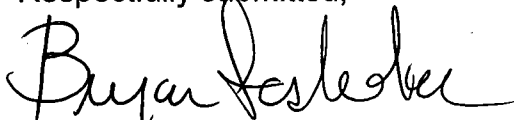
FISCAL IMPACT

The requested action authorizes an amendment to the contract with Windstream Corporation, in the amount not to exceed \$600,000 for a three-year term. The additional cost for services is unbudgeted; therefore, an appropriation increase of \$60,000 in the General Services Fund (IS 385) in the Technology and Innovation Department (TI) is requested. Costs for these services are recovered from client departments and are charged to each client department and are recovered through the annual TI MOU. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



BRYAN M. SASTOKAS
DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:


PATRICK H. WEST
CITY MANAGER