



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: November 21, 2007
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RTS No.: 7063
VanRIMS No.: 03-1200-30
Meeting Date: December 11, 2007

TO: Vancouver City Council
FROM: City Manager
SUBJECT: Award of Consulting Contract-Voice Over Internet Protocol(VoIP)

RECOMMENDATION

- A. THAT, subject to conditions set out in B, C, and D, Council authorize a sole-sourced consultancy contract with Ms. Carrie Marsh, Telecommunications Consultant to provide advice and implementation services for the implementation of a VoIP telephone system at a maximum value of \$175,000 plus applicable taxes, subject to a contract satisfactory to the Director of Legal Services, the City Manager and the Manager, Materials Management: source of funding to be the VoIP Capital budget.
- B. THAT the Director of Legal Services be authorized to execute and deliver on behalf of the City all legal documents required to implement Recommendation A.
- C. THAT all such legal documents be on terms and conditions satisfactory to the City Manager, the Manager, Materials Management and the Director of Legal Services.
- D. THAT, no legal rights or obligations will be created by Council's adoption of Recommendation A, B and C above unless and until such legal documents are executed and delivered by the Director of Legal Services.

GENERAL MANAGER'S COMMENTS

The City Manager recommends approval of A to D.

COUNCIL POLICY

Contracts are to be awarded on basis of best overall value for the City. Council approval is required for consulting contracts over \$30,000.

PURPOSE

This report seeks approval of a sole-sourced consultancy contract with Ms. Carrie Marsh Telecommunications Consultant to provide advice and professional implementation services to assist the City with the implementation of a VOIP Telephone system.

BACKGROUND

In November 2006, Council approved, in principle, the plan to replace the City's existing localized telephone systems and services with an integrated in-house system based on VoIP telephone technology and approved staff to begin an RFP process to select a vendor to supply the technology.

On November 13, 2007 Council approved the implementation of a Voice over Internet Protocol ("VoIP") Telephone System (RTS 6989) and authorized staff to begin contract negotiations with the successful proponent. Recommendation H of that report authorized the creation of 3 temporary full-time positions in the Access Vancouver Program to support the implementation of the System. Two of the 3 positions authorized will be posted and filled internally. The third position proposed in recommendation A of this report is required to provide VoIP subject matter expertise to lead the detailed system design and implementation of this new technology. Given that this technology is new to the City it is important to supplement the internal team with the VOIP subject matter expertise in order to ensure a successful implementation.

This report seeks approval to contract with Ms. Carrie Marsh a Telecommunications consultant who has had extensive experience implementing VOIP systems in other Cities and private sector organizations.

DISCUSSION

The next stage of this deployment is to work with the successful vendor to complete a detailed design and implementation strategy. This work will include; assisting with contract negotiations; meeting with the vendors to finalize the technical design; working with departments to develop a detailed implementation plan; testing the system to ensure it is ready for deployment; co-ordinating training for City users and assisting with the set up of the sustainment organization. This work is estimated to begin in December 2007 and will take approximately 18 months to complete.

Ms. Marsh has been identified as the most qualified to perform the work described and move this project through the implementation stage.

Ms. Marsh was engaged by the City during the feasibility and Request for Proposal phases of this project. She has a very thorough understanding of the City's existing network and

telephony infrastructure and has the necessary VOIP experience and expertise necessary to lead the implementation of this new technology.

A notice of intent to contract with Ms. Marsh (NOI PS07142) was posted on the City of Vancouver Website from November 20 to November 30 2007. No challenges were received.

ALTERNATIVES/OPTIONS

The position described was posted internally and no suitable candidates were identified.

FINANCIAL IMPLICATIONS

The maximum value of the consultancy contract is \$175,000 (all consulting fees and expenses) plus applicable taxes. Funding will be provided from the VOIP Capital budget approved by Council.

CONCLUSION

Approval of the contract for design and implementation services for VOIP will enable the implementation of this technology.

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