



## CITY OF VANCOUVER

# A3

### ADMINISTRATIVE REPORT

Report Date: May 26, 2008  
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VanRIMS No.: 08-2000-20  
Meeting Date: June 24, 2008

TO: Vancouver City Council  
FROM: Program Director - Access Vancouver  
SUBJECT: Award of Voice over Internet Protocol (VoIP) Contract

#### RECOMMENDATION

*THAT Council receive this report FOR INFORMATION.*

#### CITY MANAGER'S COMMENTS

The City Manager RECOMMENDS approval of the foregoing.

#### COUNCIL POLICY

Contracts with a value over \$300,000 require approval of City Council. Contracts are awarded on the basis of best value to the City.

#### PURPOSE

The purpose of this report is to inform Council regarding the award of contract to Telus Communications Company for the supply, implementation, and support of a Voice over Internet Protocol Telephone System (including a 311 Contact Centre Suite), in accordance with Request for Proposals PS07033.

## **BACKGROUND**

At the In Camera session of November 13, 2007, Council provided the approval to enter into a contract with a vendor for the Implementation of the VoIP System and 311 Contact Centre Suite (RTS 6989). Council further directed that upon the execution and delivery of the contract, the Program Director - Access Vancouver report back to Council on the award of such contract, as a matter of public record on the outcome of Request for Proposals PS07033.

## **DISCUSSION**

Following successful negotiations with a vendor, a signed contract is now in place with Telus Communications Company for the supply and implementation of hardware and software and implementation services for a VoIP Telephone System at the City of Vancouver, and the provisioning of support services for the VoIP Core Infrastructure and 311 Contact Suite.

## **FINANCIAL IMPLICATIONS**

The purchase price and ongoing support costs are within the funding parameters approved by Council on November 13, 2007 in RTS 6989.

## **CONCLUSION**

The award of contract to Telus Communications Company will enable the City of Vancouver to move forward in the implementation of the VoIP Telephone System and 311 Contact Centre Suite which will enhance access to information and service to the citizens of the City of Vancouver.

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