



Agenda Item Summary

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Submitted By

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Reviewed By

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Agenda Item Title

A Resolution Approving Various Service Agreements with Call One Inc. to Provide Voice and Data Circuit Services in a Total Amount Not to Exceed \$70,000, Authorizing Their Execution and Waiving the Village's Bid Process for the Agreements

Overview

Call One Inc. has been providing voice and data circuits for the Village's telephone, eCommerce and Alarm systems. The service agreements between Call One and the Village is up for renewal in May 2018.

Staff Recommendation

Approve the Resolution.

Fiscal Impact

The 2018 Budget allocated \$203,000 for Telecommunication Charges (account #1001.410400.101.540690); the current fund balance is \$173,847. The requested annual amount \$70,000 for Call One telecommunication services is covered under this account.

Background

The Suburban Purchasing Cooperative (SPC) combines the resources and purchasing power of Illinois municipalities to jointly negotiate advantageous contract terms at the lowest possible price. The SPC selected Call One as the telecommunications vendor in the 2018 Joint Purchasing Program. As an Illinois municipality, the Village is entitled to participate in Call One's pricing bid awarded by SPC.

When telecommunication services were shifted to the Information Technology (IT) Department, review of the telephone circuit inventory were found to be very difficult to manage and control due to multiple vendors and accounts providing services. In 2008, the IT Department began consolidating many services with Call One and reducing the expense from over \$200,000 to under \$100,000 annually while increasing service.

In January of 2018, the IT Department re-evaluated the Village's circuit inventory and was able to further consolidate services resulting in additional cost savings for the Village.

Alternatives

The Village could elect to not fund this service and terminate voice and data services.

Previous Board Action

The Board had previously authorized a three-year agreement for telecommunication services with Call One, Inc. on 7/16/2012. On 7/20/2015, the Board authorized a three-year renewal service agreement with Call One at an estimated annual cost not to exceed \$90,000.00 and waiving bid process. One of this year's new agreements is limited by the vendor to a one-year term.

Citizen Advisory Commission Action

The Civic Information Systems Commission (CISC) first reviewed the Village's IT Strategic Plan at their April 17, 2014 meeting. This plan includes the Telecommunication system upgrade and CISC receive regular updates. The CISC members understand that circuit service provider is required to support daily and emergency operations including the telephone and data services.

Anticipated Future Actions/Commitments

The Village Board will need to approve a new contract in 1 year.

Intergovernmental Cooperation Opportunities

Call One is the selected telecommunication provider of the SPC and the Village is able to take advantage of favorable service rates under Contract #137A.

Performance Management (MAP) Alignment

Providing telecommunication services aligns with the Board Goal Objective #1 - Service Delivery/ Customer Service, and participating in the SPC for these services align with Board Goal Objective #3 - Financial and Fiscal Responsibility.