



## Agenda Item Summary

---

**File #:** RES 21-78, **Version:** 1

---

### **Submitted By**

Alvin Nepomuceno, Director of Information Technology

### **Reviewed By**

LKS

### **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 \$146,000.00, 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, radio, eCommerce and Alarm systems. The service agreements between Call One and the Village was up for renewal on May 19, 2021.

### **Recommendation**

Approve the Resolution.

### **Fiscal Impact**

The 2021 Budget allocated \$217,500.00 for Telecommunication Charges (account #1001.410400.101.540690). An adequate budgeted amount is available for this fiscal year's service.

### **Background**

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, reducing the expense from over \$200,000 to under \$100,000 annually while increasing service. Recently, the service cost has increased significantly due unfavorable Illinois State tax exempt and raises in radio telecom services. Staff researched changing the radio telecom service to the recently completed Village's Fiber WAN, however additional research is required.

The Call One contract recently expired and is currently month-to-month. This renewal contract is a one-year term.

### **Alternatives**

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

### **Previous Board Action**

On 05/04/2018 the Board authorized a one-year agreement for telecommunication services with Call One, Inc. in an amount not to exceed \$90,000.00 and waiving bid process.

**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. The CISC members understand that telecom services are 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 one year.

**Intergovernmental Cooperation Opportunities**

Call One is the selected telecommunication provider of the Suburban Purchasing Cooperative and the Village is able to take advantage of favorable service rates under its contract.