

**SOUND TRANSIT
STAFF REPORT**

MOTION NO. M2005-52

Replacement of Sound Transit's Telephone System

Meeting:	Date:	Type of Action:	Staff Contact:	Phone:
Board	5/12/05	Discussion/Possible Action	Hugh Simpson, Chief Financial Officer, Kevin Crawford, IT Division Manager	(206) 398-5082 (206) 398-5137

Contract/Agreement Type:	✓	Requested Action:	✓
Competitive Procurement	✓	Execute New Contract/Agreement	✓
Sole Source		Amend Existing Contract/Agreement	
Interlocal Agreement		Contingency Funds (Budget) Required	
Purchase/Sale Agreement		Budget Amendment Required	

✓ *Applicable to proposed transaction.*

ACTION

Authorize the Chief Executive Officer to execute a contract with Avnet Enterprise Solutions to provide telephony and installation consulting services to replace the existing PBX telephony systems with Voice Over Internet Protocol telephony and fulfill maintenance requirements in the amount of \$850,000.

KEY FEATURES

- Project Information:
 - This project will replace current PBX telephony systems at its primary administrative locations with Cisco Call Manager and Cisco Unified Messenger, and telephones with VoIP technology. Cisco Systems was designated as the standard hardware for the RFP.
 - Options included in this contract allow for satellite and field office locations to be incorporated into this solution. This technology allows for future expansion at a reasonable price.
 - Implementing Voice Over Internet Protocol (VoIP) will enhance: integration between network and communication systems, reduce overall long-term costs, customer service and other approved Sound Transit projects such as CCTV.
 - There will be a need to keep the existing PBX phone system operational in conjunction with the VoIP system for transition purposes and for temporary locations.
 - Voice over Internet protocol (VoIP) is the current technology for telephony systems and provides the ability to fully integrate phone systems with the other computer-based systems.

- VoIP Capability Discussion:
 - VoIP phones are computing devices and they use the same connection as a desktop does. Current phones require a second jack and connection route.
 - VoIP allows for other resources to be merged with voice, such as email and data systems. Users can listen to voice-mail through a properly equipped computer and view email on the phone screen.
 - VoIP is digital, whereas PBX is analog based. This means that voicemail is saved in file format, rather a voice recording. This reduces the number of required lines between sites (i.e. one data line for digital signals and data or two lines for analog and data).
 - VoIP utilizes the same back-office systems that other applications use, such as virus protection, backup, and storage and can be managed with Sound Transit Network Management System (NMS).
 - VoIP uses an application to move phone numbers, users or other administrative changes. This can be done at the time of requirement, whereas the PBX requires a telecommunications consultant to come in once a week to do such hard-wired moves.
 - VoIP uses internet connectivity and, therefore, there will be no long-distance charges to call between outlying locations or other entities with VoIP.

BUDGET IMPACT SUMMARY

There is no action outside of the Board-adopted budget; there are no contingency funds required, no subarea impacts, or funding required from other parties other than what is already assumed in the financial plan.

BUDGET DISCUSSION

The amounts requested in this motion are within the 2005 adopted budget. \$650,000 is included in the administrative capital section and \$200,000 is being included from the capital budgets for satellite locations.

REVENUE, SUBAREA, AND FINANCIAL PLAN IMPACTS

This procurement is affordable with in the current financial plan and has no adverse impact.

BUDGET TABLE

Summary for Board Action (Year of Expenditure \$000)

Action Item: Contract for Telephony Equipment (no vendor selected)

	(A) Current Approved Contract Value	(B) Spent to Date	(C) Proposed Action	(D) Proposed Total Contract Value
Contract Budget				
Telephony Equipment	0	-	850,000	850,000
Contingency	0	-	-	-
Total	0	-	850,000	850,000
Percent Contingency	0%	-	0%	0%

Contract to be Charged to:

	2005 Admin Capital Budget	Future Staff Budgets	Direct Charges to Projects	Total
Telephony Equipment	650,000		200,000	850,000

Finance Department, Account Budget	2005 Board Adopted Staff Budget	Spent to Date in 2005	This Action for 2005	2005 Suplus (Shortfall)
Administrative Capial	650,000		650,000	-
Link Capital	200,000			200,000
Total Account	850,000	-	650,000	200,000

Budget Shortfall

Level	\$	Revenues	Funding Source
NA	-	-	NA

M/W/DBE – SMALL BUSINESS PARTICIPATION

Avnet Enterprise Solutions is the prime consultant and will be performing 100% of the work for this contract. Advances In Technology is a subconsultant firm that will provide end-user training. Advances in Technology is a Small Business and will be performing 22% of the work for this contract.

Subconsultant	Business Type	% of Work	Dollar Value
Advances in Technology	Small Business	22%	\$ 24,815
TOTAL		22%	\$ 24,815

EEO Commitment

Avnet Enterprise Solutions' workforce demographics are 34% women and 7% minorities.

HISTORY OF PROJECT

Sound Transit currently utilizes a PBX system for telephony service. This system is over 6 years old. All replacement parts must be purchased in the secondary market and are costly and difficult to procure. and ongoing maintenance contract costs are becoming prohibitive. PBX systems are no longer being manufactured.

The current telephone system is an analog system that is more than six years old. Sound Transit experienced a major failure in 2004 due to the age of the system.

Sound Transit's internal Technology Steering Committee (TSC) discussed upgrading or replacing the current system. Based on the IT manager's recommendation, the TSC chose to replace the system with current technologies. An RFP was released in February of 2005, and a Avnet Enterprise Solutions was selected to provide both installation and hardware.

CONSEQUENCES OF DELAY

There is significant probability that sound transit will experience additional major system failures.

PUBLIC INVOLVEMENT

Not applicable to this action.

LEGAL REVIEW

JDW 4/22/05

SOUND TRANSIT

MOTION NO. M2005-52

A motion of the Board of the Central Puget Sound Regional Transit Authority authorizing the Chief Executive Officer to execute a contract with Avnet Enterprise Solutions to provide telephony and installation consulting services to replace the existing PBX telephony systems with Voice Over Internet Protocol telephony and fulfill maintenance requirements in the amount of \$850,000.

Background:

Sound Transit currently utilizes a PBX system for telephony service. This system is over 6 years old. All replacement parts must be purchased in the secondary market and are costly and difficult to procure. and ongoing maintenance contract costs are becoming prohibitive. PBX systems are no longer being manufactured.

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Motion:

It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority that the Chief Executive Officer is authorized to ex a contract with Avnet Enterprise Solutions to provide telephony and installation consulting services to replace the existing PBX telephony systems with Voice Over Internet Protocol telephony and fulfill maintenance requirements in the amount of \$850,000.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on May12, 2005.



Mark Olson
Board Vice Chair

ATTEST:



Marcia Walker
Board Administrator