

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to approve an increase to the existing contract with **Interactive Intelligence, Inc.** for **professional service to upgrade and implement technology enhancements.**

Board Meeting Date: February 7, 2017

Project Name/Contract#: Internet Protocol Telephone System / #041-2006

Primary Contact: Matt Barton Ext. 7109

Purchasing Contact: Tracy Davis Ext. 7468

Contract Amount:

Original Contract Amount: \$ 625,769

Additional \$ Previously Approved: \$ 87,725

Invoices over last approval: \$ 67,630

Percentage over last approval: 10 %

Amount this Request: \$ 495,000

Resulting Cumulative Total: \$1,210,000

Contracting Method:

Method of Solicitation: Request for Proposal (RFP)

If applicable, basis for exemption: N/A

Term of Agreement: September 2007 thru 2022

Option to Renew? No

Approval for purchases "as needed" for the life of the contract No

Proposals/Bids Received (Range): \$685,000 to \$1,522,000

Selection Basis: Highest score based on evaluation criteria

Narrative:

The Board is being asked to approve an increase to the existing contract with **Interactive Intelligence, Inc.** of Indianapolis, IN for software and hardware upgrades of EWEB telephone system.

In 2008, EWEB invested in what was then early adoption of digital phone technology (VOIP – Voice over IP) to replace an aging ROLM telephone system. This system was too immature at the time to replace all EWEB telephone features, so some legacy phone system technology remains in place today that is approaching 30 years life. This contract intends to both upgrade the originally purchased hardware and software to new, current versions as well as roll out the additional features that will allow EWEB to retire legacy systems supporting life-safety functions. In addition, the project will re-architect our inbound phone lines from Century Link to route to both ROC and HQ, adding to the disaster resilience of our phone system, a key tool in the event of a community emergency. The re-design of the in-bound phone trunks will also convert from aging T1 technology which CenturyLink is de-commissioning, in favor of Internet routed SIP lines which will aid in flexibility to relocate out of HQ.

Interactive Intelligence will provide the resources, technical expertise, and best practices in the industry to fully realize the capability of the system. The upgrade project will redesign call trees, optimize call routing, establish system redundancy, resilience, and ability to dynamically re-route call traffic during unforeseen events, and outages. Business processes will be reviewed and updated as necessary.

The original contract established in 2006 was solicited as an RFP, the scope of work for replacement of all legacy systems was included in the original solicitation. The decision to move into this phase of work was recently analyzed and determined as the most cost effective solution for the Utility to modernize and meet current industry standards for VOIP technology. The existing, updated system is expected to remain in service through 2022.

ACTION REQUESTED:

Management requests the Board approve an increase to the existing contract with **Interactive Intelligence, Inc.** for **professional service to upgrade and implement technology enhancements**. Funds for these services were budgeted for 2017 and maintenance services will be budgeted annually.

SIGNATURES:

Project Coordinator: _____

Manager: _____

Purchasing Manager: _____

Board Approval Date: _____