

**City of Berkeley Lake
Communications Systems Upgrade Request**

<p>Overview</p>	<p>City Hall is equipped with a consumer-grade cordless phone system with 2 single-line capacity handsets.</p> <p>During times of heavy call volume, the cordless handsets require recharging.</p> <p>Telephone service, provided by AT&T, consists of a single voice line and an additional FAX line. Internet service, also provided by AT&T is Business DSL. The current cost of those 2 telephone lines, Business DSL plus minimal long-distance calling is approximately \$250 per month.</p> <p>The number of employees at City Hall exceeds the number of telephone lines.</p> <p>The number of employees at City Hall exceeds the number of telephone extensions.</p> <p>Callers are routed into a shared voice mailbox when the voice line at City Hall is in use. City Hall employees must remember to check for a stuttered dial tone after finishing each telephone call to ensure that no message is waiting.</p>
<p>Goals</p>	<p>To provide a reliable, cost-effective solution.</p> <p>To provide the capacity for 3 simultaneous external conversations.</p> <p>To provide a telephone handset for each City Hall employee.</p> <p>To install a telephone system which can be relocated into the new City Hall Administration facility.</p> <p>To provide cost-effective expansion capability.</p> <p>To provide compatibility with analog and digital telephone extensions.</p> <p>To provide the ability to conference multiple lines together.</p> <p>To provide the ability to transfer a telephone call to an off-premise telephone number (preventing the need to provide the caller with the personal telephone number or mobile telephone number of the person receiving the call).</p>

City of Berkeley Lake Communications Systems Upgrade Request

To provide automated call routing (auto-attendant), especially for non-business hours.

To provide music-on-hold.

To provide speed dialing capabilities.

To provide announcements-on-hold

To display caller-ID information.

To provide full-duplex speaker-phones.

To provide automatic call-forwarding.

To provide a path for making use of VOIP technology in the future.

To be able to manually transfer fax calls to analog fax extension.

To be able to automatically detect fax tones on an incoming line and automatically route the fax call to the analog fax extension (feature eliminates the need for a dedicated fax line).

To provide City staff with the ability to manage the telephone system via software interface.

To provide enhanced telephone extension features: power provided by central telephone system, built-in headset jack/port, full-duplex speaker phone,

To be able to receive support from provider remotely in a secure manner.

To provide voice mail for Mayor (1), Council Members (5), City Hall employees (3) and Officials (~3-8).

To provide the ability to record and store instructional messages for requested playback by the voice mail system (e.g., directions, FAQ responses) in order to provide a method of customer service during off-hours.

To be able to automatically deliver voice mail messages to voice mail customers via e-mail attachment (.wav file) when they have a message waiting.

**City of Berkeley Lake
Communications Systems Upgrade Request**

	<p>To be able to automatically and securely notify voice mail customers via alternate telephone number when they have message waiting.</p> <p>To provide remote access to voice mail in a secure manner.</p> <p>To provide 'voice message waiting' indicator on telephone extensions.</p> <p>To provide telephone headsets for frequent telephone/computer users.</p>
<p>Potential Long-Term Goals</p>	<p>Accommodation of wireless telephone extensions.</p> <p>Expansion up to 8 incoming telephone lines.</p> <p>Expansion up to 20 telephone extensions.</p> <p>To provide compatibility with VOIP telephone extensions.</p> <p>To provide compatibility with T1 telephony services.</p> <p>To provide compatibility with VOIP telephony services.</p> <p>To provide building-wide paging via speakers in telephone extensions.</p> <p>To provide interface/compatibility with door phones.</p> <p>To provide contact closure for remotely opening doors.</p> <p>To provide the ability to secure extensions (for local dialing only) located in public or semi-public areas of the building.</p>

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Communications Systems Upgrade Request**

Research	Telephony Services:			
	The following providers were consulted for telephony services:			
	Provider	Product	Rate/Month	Commitment
	AT&T	5 traditional voice-grade lines, Business DSL, unlimited local and long-distance service	256.48	1 year
	Cbeyond	T1 voice/data/web hosting, email, value-added telephony services; minimum 6 business lines; unlimited local and 1500 long-distance minutes	495.00	3 years
	DeltaCom	T1 voice/data, unlimited local and 600 long-distance minutes	357.39	3 years
	Access	T1 voice/data, web hosting, email, unlimited local and intralata and 5000 long distance minutes	399.00	2-3 years
	Comcast	Digital telephony via cable, cable modem, unlimited local and long-distance calling	N/A	N/A
Comcast could not provide an improvement over our existing 2 telephone lines in their business package. As such, they were disqualified, however at some point in the future if we need to expand, we may want to look at Comcast as being a potential additional provider in the interest of redundancy.				

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Communications Systems Upgrade Request**

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<p>Reference</p>	<p>Reference Material - Generic - Commercial Phone Systems</p> <p>Panasonic KX-TDA50 Hybrid IP-PBX Business Phone System</p> <p>Panasonic KX-TVA50 Voice Processing System</p> <p>Panasonic KX-T7633 Digital Telephones</p> <p>Modemco</p>																								

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Recommendations	<p>Telephony Services: Based upon price, reliability and the proposal which most suits the City's current needs without providing more than we need or changing the City's budget in the short term, the AT&T proposal is recommended. It is understood that we will need to revisit the situation in 9-10 months.</p> <p>Telephone System: Based upon pricing and features combined with warranty and technical research, the Panasonic system is the most advantageous for the City of Berkeley Lake.</p> <p>Two providers proposed the Panasonic TDA50/TVA50 configuration, BBA Communications and Modemco. From a service standpoint, both companies have provided references and those references were contacted and without fail indicated exceptional service. The lists of references also indicated a history of supporting customers of varying sizes. Obviously, vendors don't include references of customers with issues, so references must be taken with a grain of salt.</p> <p>Modemco provided the lower-priced proposal and demonstrated the system at City Hall. The system performed as proposed. The proposal included the following:</p> <ul style="list-style-type: none">• A hybrid digital/IP PBX with caller ID ability, remote maintenance, voice mail, LAN/WAN card, 3 telephones and lightning protection.• Installation of all hardware, labeling of telephones, programming equipment, on-site training and support.• Installation labor.• 5-year warranty on parts, to include lightning damage but excluding misuse, acts of war and other acts of God.• Free software updates for the lifetime of warranty.• Free, unlimited telephone, computer support for telephone and voice mail systems for 2 years.• Free remote extension programming/labeling for 2 years.• Assigned account manager and technician for expedited customer service. <p>Modemco has also agreed to provide City staff with software to manage the phone system locally and to train City staff in the operation of that software.</p>
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Requests	<p>Request is hereby made to approve the recommended change to telephone services.</p> <p>Request is hereby made to Council to approve up to a \$3,000.00 expenditure for that system plus 2 headsets and an Ethernet switch.</p>
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