

WOODBURY COUNTY BOARD OF SUPERVISORS AGENDA ITEM(S) REQUEST FORM

Date: 04/26/2023 Weekly Agenda Date: 05/02/2023

ELECTED OFFICIAL / DEPARTMENT HEAD / CITIZEN: John Malloy, WCICC-IT CIO

WORDING FOR AGENDA ITEM:

Motion to Approve to Purchase New County Phone System, 3CX.

ACTION REQUIRED:

- | | | |
|--|---|--|
| Approve Ordinance <input type="checkbox"/> | Approve Resolution <input type="checkbox"/> | Approve Motion <input checked="" type="checkbox"/> |
| Public Hearing <input type="checkbox"/> | Other: Informational <input type="checkbox"/> | Attachments <input type="checkbox"/> |

EXECUTIVE SUMMARY:

WCICC-IT requests BOS approval to purchase a 3CX phone system to replace the current solution.

BACKGROUND:

The existing County VoIP phone system, ShoreTel, was installed in the Fall of 2013. In September of 2017 ShoreTel was purchased by Mitel. After the Mitel purchase, product enhancements to the ShoreTel product-line slowed noticeably and an eventual Mitel integration into the product-line hampered system reliability beginning in and around 2020. In the Spring of 2022 Mitel announced it would phase-out the ShoreTel product line with system support and replacement-parts availability ending in 2025. In the latter-half of 2022 IT facilitated a successful proof-of-concept implementation of an alternative VoIP system - 3CX, at SDHD. A local technology firm, NetSys+, won a competitive-bid process for the SDHD project and therefore provided pricing for this project. NetSys+ would again assist with system installation and is also providing go-forward Level 2 support. Besides increased functionality and lower-than-average startup costs we anticipate ongoing annual maintenance costs to be lower with the new solution.

FINANCIAL IMPACT:

The total estimated financial impact for the new phone system is \$34,966.00. This is a budgeted project.

IF THERE IS A CONTRACT INVOLVED IN THE AGENDA ITEM, HAS THE CONTRACT BEEN SUBMITTED AT LEAST ONE WEEK PRIOR AND ANSWERED WITH A REVIEW BY THE COUNTY ATTORNEY'S OFFICE?

Yes No

RECOMMENDATION:

Approval to purchase a 3CX phone system to replace the current solution.

ACTION REQUIRED / PROPOSED MOTION:

Motion to approve the purchase of 3CX phone system for the County.