



## CONSENT CALENDAR

### City of San Bernardino Request for Council Action

**Date:** November 20, 2024

**To:** Honorable Mayor and City Council Members

**From:** Rochelle Clayton, Acting City Manager;  
Rolland Kornblau, Director of Information Technology

**Department:** Information Technology

**Subject:** **Request for Purchase Authorization to expand cloud-hosted VoIP phone system for the Library and Parks and Recreation (All Wards)**

#### **Recommendation:**

It is recommended that the Mayor and City Council of the City of San Bernardino, California:

1. Authorize the City Manager to execute a Vendor Services Agreement with Intelesys for purchasing Voice Over Internet Protocol (VoIP) services using the TIPS agreement, as approved for funding through the FY 2024/25 Operating Budget; and
2. Authorize the Director of Finance & Management Services to issue purchase orders in the amount not to exceed \$58,166.28 for the 24-month term to Intelesys and GoTo for the Voice Over Internet Protocol (VoIP) services; and
3. Authorize the Director of Information Technology to add additional lines of service as needed during the term of service for new hires or locations.

#### **Executive Summary**

The City Council approved the implementation of a cloud-hosted VoIP system for Animal Services on February 21, 2024. This initiated the effort to transition operational hardware from the vacant building at 300 N D Street to a cloud-hosted VoIP system. Expanding the adoption of cloud-hosted VoIP technology to the Library and Parks and Recreational department brings additional cost savings, increased efficiency, and enhanced features like voicemail-to-email and video conferencing, which are expected to improve connectivity and productivity. The financial plan includes a first-year cost of \$34,163.48. Year two cost for monthly services is \$18,714.96, with a 10% contingency of \$5,287.84 for unforeseen expenses, ensuring

the project stays within budget. The total for this two-year project is \$58,166.28.

### **Background**

On February 21, 2024, Mayor and City Council approved a cloud-hosted Voice over Internet Protocol (VoIP) system for Animal Services. The department successfully transitioned from an onsite phone system that was located in the vacant 300 N D Street building to a cloud-hosted VoIP system, marking a significant step in modernizing and relocating the communication infrastructure. The remaining city departments phone system are currently housed in the basement of the vacant building at 300 N D Street. Opting for the VoIP cloud-hosted transition for the Library and Parks & Recreation is a cost-effective alternative to relocating the entire phone system. The initiative is also a part of a broader effort to integrate all city locations into the VoIP system.

### **Discussion**

Staff is seeking approval for a purchase order with Intelesys and GoTo for up to \$58,166.28 for acquiring cloud-hosted VoIP services, associated hardware, and installation to enhance the phone system of the Library and Parks and Recreation. This aligns with the goal to extend VoIP services to all departments to modernize communication infrastructure, leading to improved efficiency and potential cost savings and flexibility. Cloud-hosted VoIP technology utilizes the internet for communication, making it a cost-effective solution as it often reduces call costs. The enhanced features such as voicemail to email, call forwarding, and video conferencing are often included, improving connectivity and productivity. Moreover, cloud-hosted VoIP systems can integrate with other business applications, providing a unified communication experience that streamlines workflows and enhances customer service. Additionally, cloud-hosted VoIP systems are flexible and can be easily adjusted to accommodate a growing business, adding or removing lines as needed without significant infrastructure changes.

The financial breakdown for the VoIP system includes a first-year setup and hardware cost of \$34,163.48, for the design, programming, and training of the system. The second-year cost for monthly services is \$18,714.96 and a 10% contingency of \$5,287.84 totaling \$58,166.28. The 10% contingency ensures that the project remains within budget while accommodating any unexpected requirements (i.e. additional lines of service for new employees and new hardware) that may arise during the implementation phase.

The TIPS contract is being used for procurement.

### **2021-2025 Strategic Targets and Goals**

This project is aligned with Key Target No. 1: Improved Operational & Financial Capacity. Approval of this purchase will modernize communication infrastructure, leading to improved efficiency, flexibility, and by utilization of cost savings.

### **Fiscal Impact**

There is no fiscal impact. There is sufficient funding in the FY 2024/25 Operating

Budget for this item.

### **Conclusion**

It is recommended that the Mayor and City Council of the City of San Bernardino, California:

1. Authorize the City Manager to execute a Vendor Services Agreement with Intelesys for purchasing Voice Over Internet Protocol (VoIP) services using the TIPS agreement, as approved for funding through the FY 2024/25 Operating Budget; and
2. Authorize the Director of Finance & Management Services to issue purchase orders in the amount not to exceed \$58,166.28 for the 24-month term to Intelesys and GoTo for the Voice Over Internet Protocol (VoIP) services; and
3. Authorize the Director of Information Technology to add additional lines of service as needed during the term of service for new hires or locations.

### **Attachments**

- Attachment 1 – GoTo for City of San Bernardino Parks Rec
- Attachment 2 – GoTo for City of San Bernardino Library
- Attachment 3 – TIPS CONTRACT w GoTo
- Attachment 4 – Intelesys Vendor Services Agreement

### **Ward:**

All Wards

### **Synopsis of Previous Council Actions:**

On February 21, 2024, the Mayor and City Council approved VoIP system for Animal Services.