

Issue Analysis Form

Date: 12 May 2020
Item: Convert Admin Bldg phone system to VOIP
Lead Department(s): Information Technology
Contact Person(s): Clifton Young



Description and Current Status

The Admin Building's voicemail system crashed; hardware failure. The voicemail component of our physical NEC system is not repairable because it is past its end-of-life, and the product is no longer supported by the manufacturer.

Repair Options:

Two options are available to restore voicemail in the Admin Building:

- (1) Upgrade the entire physical NEC system to a newer model - \$8,236
- (2) Transition our phone service to a Voice-Over-IP (VOIP) provider

The IT Department recommends transitioning to VOIP Unified Communications solution. Moving to VOIP requires a lower up-front cost, will produce long-term savings, and provide additional capabilities to County staff:

- (1) Lower monthly cost than traditional phone company rates
- (2) Softphone applications – Computer/phone apps that allow the user to make/receive work calls from their mobile device
 - a. May reduce the need for County-issued cell phones
- (3) Phone/web conference lines for each user
- (4) Extension-only dialing between County buildings (when fully implemented)
- (5) Auto-attendant (virtual receptionist) – Menu options to help route callers to the appropriate office/person.
- (6) Instant messaging

Procurement and Evaluation:

This purchase will be considered an emergency procurement to restore voicemail functionality in the Admin Building. The IT Department worked with vendors to establish test environments with four potential VOIP providers (Epitome Networks – Nextiva, Vonage, Optech - Intermedia, & Richmond Telecom). We examined the products from both a user and administrator perspective.

Factors taken into consideration were:

- (1) Costs for service and equipment
- (2) Reliability and reputation
- (3) Features and capabilities
- (4) User experience/ease of use
- (5) Administrative functions (IT management of the system)
- (6) Product/Vendor support
- (7) Transition/implementation support

Board Action Requested:

Based on these evaluations, the IT Department recommends authorizing the County Administrator to enter into a 3-year agreement with Epitome Networks (Glen Allen, VA) for Nextiva VOIP service.

Initial investment: \$5,765.20

- \$3,231.20 (first month's charges and fees)
- \$2,534 (professional services and additional phones)

Recurring monthly cost: \$2,181.20 (which is projected to be lower than current monthly phone services through Verizon).

Government Path

- Does this require IDA action? Yes No
- Does this require BZA action? Yes No
- Does This require Planning Commission Action? Yes No
- Does this require Board of Supervisors action? Yes No
- Does this require a public hearing? Yes No
- If so, before what date? Yes No

Fiscal Impact Statement

The monthly charges for VOIP service are less that we are currently paying for traditional phone service. Conservative estimated savings are \$800-\$1,500/month. Additional features of the VOIP solution may also allow us to reduce the number of County-owned cellular phones/services.

County Impact

Transitioning to VOIP will restore voicemail in the Admin building, and provide additional capabilities/functionality for County employees. Auto-attendants (audible phone menus) will help County citizens contact departments/personnel more easily.

Notes

Board of Supervisors
County of Prince George, Virginia

Resolution

At a regular meeting of the Board of Supervisors of the County of Prince George held in the Boardroom, Third Floor, County Administration Building, 6602 Courts Drive, Prince George, Virginia this 12th day of May, 2020:

<u>Present:</u>	Vote:
Donald R. Hunter, Chairman	
Floyd M. Brown, Jr., Vice-Chairman	
Alan R. Carmichael	
Marlene J. Waymack	
T.J. Webb	

A-5

On motion of _____, seconded by _____, which carried unanimously, the following Resolution was adopted:

**RESOLUTION; AWARD OF CONTRACT PHONE AND VOICEMAIL SYSTEM
COUNTY ADMINISTRATION BUILDING**

WHEREAS, The voicemail system in the County Administration Building failed and is not repairable; and

WHEREAS, The replacement is being considered an emergency procurement / purchase to restore voicemail functionality as soon as possible; and; and

WHEREAS, The Department of Information and Technology received and reviewed proposals from four potential vendors and evaluated the proposals considering:

- (1) Costs for service and equipment
- (2) Reliability and reputation
- (3) Features and capabilities
- (4) User experience/ease of use
- (5) Administrative functions (IT management of the system)
- (6) Product/Vendor support
- (7) Transition/implementation support; and

WHEREAS, Epitome Networks using Nextiva Voice-Over-IP was determined to offer the best product at the best value; and

WHEREAS, Staff recommends an award of contract to Epitome Networks using Nextiva Voice-Over-IP for a three-year term with an initial investment of \$5,765.20 and a monthly recurring cost of \$2,181.20 which is lower than our current monthly cost.

NOW THEREFORE, IT BE RESOLVED That the Board of Supervisor of the County of Prince George, this 12th day of May, 2020, hereby awards the contract for County Administration Building phone and voicemail system replacement to Epitome Networks using Nextiva Voice-Over-IP for an initial investment of \$5,765.20 and a monthly recurring cost of \$2,181.20 which is lower than our current monthly cost.

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A Copy Test:

Percy C. Ashcraft
County Administrator