A. Recommendations

THAT Council receive Staff Report FAF.19.251, entitled “Pre-budget Approval for Purchase of New Phone System”;  

AND THAT Council approve the Information Technology (IT) Division to proceed immediately with a Request for Proposal (RFP) for the purchase and implementation of a new corporate phone system, prior to 2020 budget approval;  

AND THAT Council establish a $60,000 budget for this capital project to be funded as outlined in the Financial Impact section of this report.

B. Overview

This report is a request to move up the schedule for the replacement of the Town’s corporate phone system, so that staff may issue an RFP to purchase and implement a new system in the first quarter of 2020, rather than starting this process after the 2020 budget is approved.

C. Background

The phone system at Town Hall was purchased in 2011 when the new Town Hall was constructed. In subsequent years the phone systems at Fire Hall 1, Fire Hall 2 and the Library were upgraded and incorporated into this corporate phone system. Voice Over Internet Protocol (VOIP) phones were also added to the system in order to connect telephone users at other remote offices. The system operates as one large phone system with extensions that work across the entire system.

D. Analysis

The current phone system has been problematic in the last six months. On a regular basis, the system stops operating correctly and does not answer calls coming in to Town Hall. The IT Division has been working with the phone system vendor and have made many changes to the system on their recommendation, but the system is still causing problems; reports are being received at least once per week that the system is not answering calls, often on weekends.
This system was already scheduled for replacement in 2020, as it will be nine years old at that time. The IT Division has already received results back from a Request for Information (RFI) and a budget sheet is currently in the draft 2020 budget to complete this work.

This report is a request for pre-approval ahead of budget deliberations and to move up the schedule for this project so that staff may issue an RFP to purchase and implement a new system in early 2020, rather than starting this process after the 2020 budget is approved. This will alleviate the problems the public are having when calling in to Town Hall.

E. The Blue Mountains Strategic Plan

Goal #4: Promote a Culture of Organizational and Operational Excellence
Objective #4: To Be a Financially Responsible Organization

Goal #2: Engage Our Communities & Partners
Objective #1 Improve External Communication with our Constituents
Objective #2 Use Technology to Advance Engagement

F. Environmental Impacts

N/A

G. Financial Impact

Staff are recommending that a $60,000 capital budget be approved immediately for the replacement of the corporate wide phone system. This budget will be split between replacement equipment ($50,000) and Contract Services ($10,000). With this system being corporate wide all funding sources are used for this project, the chart below outlines the different sources. The split is done based on number of employees.

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development Engineering -2020 User-Fees</td>
<td>$1,200</td>
</tr>
<tr>
<td>Harbour Reserve</td>
<td>$1,200</td>
</tr>
<tr>
<td>Building Rate Stabilization Reserve Fund</td>
<td>$3,000</td>
</tr>
<tr>
<td>Wastewater Asset Replacement Reserve Fund</td>
<td>$3,000</td>
</tr>
<tr>
<td>Water Asset Replacement Reserve Fund</td>
<td>$4,200</td>
</tr>
<tr>
<td>Library -2020 Taxation</td>
<td>$9,600</td>
</tr>
<tr>
<td>IT Asset Replacement Reserve Fund</td>
<td>$37,800</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$60,000</strong></td>
</tr>
</tbody>
</table>
H. In consultation with

Ruth Prince, Director of Finance and IT Services
Sam Dinsmore, Deputy Treasurer/Manager of Accounting & Budgets

I. Public Engagement

The topic of this Staff Report has not been subject to a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. Comments regarding this report should be submitted to Cathy Bailey, Manager of Information Technology at support@thebluemountains.ca

J. Attached

None.

Respectfully Submitted,

__________________________
Cathy Bailey
Manager of Information Technology

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Ruth Prince
Director of Finance and IT Services

For more information, please contact:
Cathy Bailey
support@thebluemountains.ca
519-599-3131 extension 257