

**Attachment B 04/06/21**

**TO:** Library Board  
**FROM:** David Ruff, Director  
**RE:** Phone System Replacement  
**DATE:** April 6, 2021

**Background:** The phone system in the building was last upgraded in 2009. The system is currently managed on a PC running on a very old operating system. The voicemail system runs on DOS. We are also running on old exterior copper cables that were installed by AT&T back in the 1980s and have deterioration issues that cause phone outages every year when we get heavy rains. AT&T is moving toward no longer supporting the exterior phone lines that come into our building. Our current phone system is outdated and fails with increasing frequency.

We learned in 2020 that being able to communicate with patrons even if the building is closed is very important. With the new system, we will be able to handle patron calls through a significantly improved auto-attendant. This may allow us to assist patrons even when the library is closed. Adding wireless phones to our public desks will make staff more mobile and allow us to better assist our patrons.

The 2021 budget includes \$18,000 to replace and upgrade the phones and phone system. We were able to purchase all of the new phones for the system from last year's budget.

We advertised for bids in the Daily Herald and on the library's web page. Four bids were received. Only Current Communications submitted the required bid bond.

The bids are as follows:

|                               | Installation Charge | 1 <sup>st</sup> Year Total | Life Of Contract Total |
|-------------------------------|---------------------|----------------------------|------------------------|
| <b>Current Communications</b> | <b>\$ 0.00</b>      | <b>\$ 9,881.76</b>         | <b>\$ 29,645.28</b>    |
| B&B Networks                  | \$ 6,150.00         | \$ 18,967.20               | \$ 44,601.60           |
| Intlx Solutions               | \$10,000.00         | \$ 24,924.16               | \$ 54,772.48           |
| Verizon                       | \$ 479.92           | \$ 18,599.92               | \$ 54,839.92           |

**Recommendation:** Staff recommends the Board accept the **Current Communications** bid for a 1<sup>st</sup> year cost of \$ 9,881.76 and a three-year "Life Of The Contract" total of \$ 29,645.28.

**Current Communications is recommended for the following reasons:**

1. It is the low bid and the only vendor that submitted the required bid bond.
2. Current Communicatoins' product is the best fit for our library & overall phone usage.
3. We have had favorable experience with Current Communicatoins. They successfully installed our camera system in 2015.
4. They are a local business, and it will be easier and quicker to get technical support.