

BILL NO. S-23-01-09

ORDINANCE NO. S-_____

AN ORDINANCE approving the purchase of telephone services and professional services for the migration of the existing self-hosted telephone system to a Genesys Telephone system for three years at a total cost of \$1,508,148.07 from and through ConvergeOne by the City of Fort Wayne, Indiana,

WHEREAS, operation of telephone services is essential to the operation of all city, county, and utility services,

WHEREAS, the City of Fort Wayne, Allen County, and City Utilities share the cost and operation of telephone services,

WHEREAS, migration away from a self-hosted telephone system will eliminate the ongoing expenses of hardware purchases, hardware maintenance, software maintenance and security maintenance necessary for the continued operation of telephone software for the City of Fort Wayne and City Utilities,

NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:

SECTION 1. That the purchase of telephone services and professional services for the operation for joint telephone software system for three years from ConvergeOne for a total of cost to Civil City and City Utilities of \$1,508,148.07 is hereby approved in all respects. Said yearly maintenance will be used to ensure the proper operation of the City's business telephone system.

SECTION 2. That the City is authorized and directed to take all action necessary for the purchase of this system by and through ConvergeOne.

SECTION 3. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.

Council Member

APPROVED AS TO FORM AND LEGALITY

Malak Heiny, City Attorney

Fort Wayne City Council
c/o City Clerk' Office
200 East Berry Street
Fort Wayne, IN 46802

James Haley
CIO
City of Fort Wayne
(260) 427-1461

Subject: telephone software as a service

Members of City Council:

This is a joint purchase between Allen County, Civil City, and City Utilities. The ordinance authorizes the purchase of telephone services and professional services for the migration of the existing self-hosted telephone system to a Genesys Telephone system. The project will cover a one-year migration and three years of telephone service for a total cost of \$2,513,580.01. Allen County will pay \$1,005,432.06. Civil City and City Utilities will pay \$1,508,148.07.

The existing phone system software will go end of life in January 2025. Many of the underlying hardware servers are end of life now. If we continue with locally based software the hardware will require a replacement at considerable expense.

We have a long-term strategic goal of providing redundant hardware for all critical systems to ensure continuity of operation. In practice that means any replacement of local hardware must be purchased twice to provide that redundancy.

The City, County, and Utility have an on-going strategy to move local, in-house computer systems to cloud based services. This strategy reduces the expense of supporting local redundant systems and mitigates the risk of cyber-attacks. This purchase is a direct implementation of that strategy.

The rational for this strategy is based on these factors:

- Eliminate the on-going expense of buying, upgrading, and maintaining local computer servers, storage, and backups.
- Eliminate the on-going expense and disruption of upgrading and testing new releases of software.
- Eliminate the risk and on-going expense of defending a local computer system against on-going security attacks.

If you have any questions, please call me at 427-1461.

James Haley
CIO
City of Fort Wayne

Joseph Welch
Deputy Director, CIO
Fort Wayne City Utilities

COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). Purchasing Department is providing this information to Council as an overview of this award.

RFPs & BIDS

Bid/RFP #	N/A
Awarded To	ConvergeOne
Amount	\$1,508,148.07
Conflict of interest on file?	☒ Yes ☐ No
Number of Registrants	N/A
Number of Bidders	N/A
Required Attachments	

EXTENSIONS

Date Last Bid Out	N/A
# Extensions Granted To Date	N/A

SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback--Authority)	N/A
Sole Source/ Compatibility Justification	Sole Source Software Maintenance

BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	☐ Yes ☐ No <i>If no, explain below</i>
If not lowest, explain	N/A

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	Migrate to a new phone system to meet the needs of Civil City, City Utilities, and our partner Allen County.

REQUEST FOR PRIOR APPROVAL

<i>Provide justification if prior approval is being requested.</i>	N/A

FUNDING SOURCE

<i>Account Information.</i>	General Fund - IT Other Services – Maintenance Agreement Software
	Fund Org Object = 0010-00022603-5367