

FINANCE AND CIVIC DEVELOPMENT COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

**SUBJECT: TELEPHONE REPLACEMENT PROJECT - SOFTWARE, CABLING
ADDITIONS AND SERVICES**

RECOMMENDATION:

1. THAT a Capital Works Bylaw in the amount of \$300,000 (inclusive of GST) be brought down to fund the purchase of telephone computer software, cabling and installation services.

REPORT

The Finance and Civic Development Committee, at its meeting held on 2009 March 30, received and adopted the *attached* report seeking funding approval for additional software modules, cabling upgrades and services for the telephone system.

This project was identified in the 2009-2013 Information Services Capital Budget, the total cost of which is estimated to be \$300,000 (inclusive of GST).

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor N. Volkow
Vice Chair

Councillor C. Jordan
Member

Copied to:	City Manager Director Finance Chief Information Officer City Solicitor
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TO: CHAIR AND MEMBERS
FINANCE AND CIVIC DEVELOPMENT
COMMITTEE

DATE: 2009 March 23

FROM: CHIEF INFORMATION OFFICER

FILE: IS-RTC

SUBJECT: TELEPHONE REPLACEMENT PROJECT - SOFTWARE, CABLING
ADDITIONS AND SERVICES

PURPOSE: To request funding for additional software modules, cabling upgrades and services for the telephone system.

RECOMMENDATION:

1. **THAT** A Capital Works Bylaw in the amount of \$300,000 (inclusive of GST) be brought down to fund the purchase of telephone computer software, cabling and installation services

REPORT

BACKGROUND

In 2006, the City started the implementation of the Nortel VoIP telephone system with the project divided into three phases with a completion date in 2009.

In the last three years, new voice system has been implemented and completed the following locations:

1. Metrotown Library,
2. Edmonds Centre,
3. Shadbolt Centre for the Arts,
4. Burnaby Art Gallery,
5. West Building,
6. Eileen Daily Pool,
7. Cameron Recreation Centre & Cameron Library,
8. Works Yard,
9. City Hall, and
10. Fire Station One

Sites to be completed by October 2009 include:

1. Riverway and Burnaby Mountain Golf Courses,
2. McGill Library,
3. Confederation Senior Centre,
4. Bill Copeland Sports Centre,
5. Burnaby Lake Arena,
6. CG Brown Pool,
7. Eastburn Community Centre,
8. Kensington Community Centre,
9. Willingdon Heights Community Centre,
10. Parks Nursery
11. Burnaby Village Museum,
12. Bonsor Recreation Centre,
13. Kingsway Library, and
14. RCMP

Of the outstanding sites to be implemented there are 525 telephones to be installed from a total of 1,381 telephones within the City. Two locations, Eastburn Community Centre and Kingsway Library are being delayed until after October 2009 since Kingsway Library is moving into its new location and Eastburn Community Centre will be moving into a temporary location.

ANALYSIS

Additional unforeseen requirements within the telephone implementation have been encountered including:

1. A telephone software upgrade (Version 5.5) to ensure software currency with enhanced functionality including sharing incoming telephone lines with multiple locations.
2. Works Yard telephone upgrade to have incoming lines from the Telus coming directly to the works yard rather than through city hall, thus, providing survivability,
3. Call center software to handle multiple calls, this will ensure there are no lost calls for Shadbolt and Tax department,
4. Additional cabling at multiple sites to connect the telephones to the telephone server, and
5. Providing staff with portable telephone access, thus providing staff mobility in various locations including RCMP, Tax Office, Building and Fire Station One.

These additions are provided for in the 2009 budget, the cost is \$200,000.

Due to security requirements, the RCMP does not want the City to deploy the new VoIP telephone system within RCMP since telephone conversations and data will be transmitted over the same cabling system. Therefore, the City will keep the existing RCMP digital telephone sets, which are already connected with a separate cabling system. The telephones will be connect a new Nortel telephone server located in the RCMP building. This is included in the 2009 budget at a value of \$100,000.

FINANCING

This project was identified in the 2009-2013 Information Services Capital budget, the total cost of which is estimated to be \$300,000 (inclusive of GST). Council is requested to approve and bring down Capital Works bylaw to find the above.



Brian Sameshima
CHIEF INFORMATION OFFICER

BS:js

Copied to: Director Finance