



To: Gahanna City Council
Raymond Mularski, City Attorney

From: Kevin Schultz, Manager, Information Technology
Laurie A. Jadwin, Mayor

Date: October 6, 2021

Re: Department of Information Technology Report to Council (October 11, 2021 Meeting)

ACTION ITEMS

ACTION ITEM #1 – AGREEMENT TO PROVIDE UNIFIED COMMUNICATIONS AS A SERVICES (UCaaS) TO THE CITY OF GAHANNA

In August 2021, the City's contract for phone system services expired. As part of a routine review of expired contracts, the Information Technology Department circulated a Request for Quotations (RFQ) to our existing vendor and other vendors who provide similar services. Vendors were asked to provide responses to the RFQ that would satisfy the City's needs for a cloud-based telecommunications provider.

Over 20 functional areas were detailed in the RFQ, covering basic functionality such as dial tone, fax and voicemail services. More complex functionality, such as ring groups, call queues, and self-service management portals were specific needs identified within the RFQ.

Four competitive quotes were received, and a fifth vendor withdrew from consideration. Proposals were reviewed by a five person committee who evaluated the submissions based on the criteria published in the RFQ. At the conclusion of the evaluations, a short-list of two vendors were selected to demonstrate their product offerings.

Based on satisfying the functional requirements outlined in the RFQ in addition to providing a flexibility and scalable solution capable of meeting the future needs of the City, the Information Technology Manager is recommending approval of an Ordinance authorizing the Mayor to enter into a three year agreement with Vonage to be the Unified Communications as a Service vendor.

With approval of this agreement, the City will recognize over \$125,000 in savings over the life of the agreement for telecommunication services. This agreement will also give the Information Technology Department the ability to reduce other telecommunication expenditures, namely cellular communications through the use of softphone capabilities.

Legislation Needed: Ordinance
Emergency/Waiver: N/A
Vendor Name & Address: Vonage Business Inc. - 23 Main Street, Holmdel, NJ 07733