

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda
BIDS AND PROPOSALS

TO: President and Village Board of Trustees
FROM: Scott Niehaus, Village Manager
DATE: February 21, 2018 Agenda Date: 03/01/2018
TITLE: Telephone Service – CallOne Telephone Services

SUBMITTED BY: Tim Sexton, Finance Director

RESULTS:

Date Bids Were Published: N/A Date Bidding Closed: N/A
Total Number of Bids Received: N/A
Total Number of Bidders Meeting SpecificationsN/A
Bid Security Required Yes ___ No ___
Performance Bond Required..... Yes ___ No ___
Were Any Bids Withdrawn Yes ___ No ___
Explanation
Waiver of Bids Requested? X Yes ___ No ___
If yes, explain: Sole Vendor for Federal Siren
Award Recommended to Lowest Responsible Bidder ___ Yes ___ No
If no, explain: N/A

FISCAL IMPACT:

Budget Estimate: Not to exceed \$11,000 Monthly
Account # 101.120.510.73630 - Telephone

BACKGROUND/RECOMMENDATION:

Has Recommended Bidder Worked for Village Previously X Yes ___ No ___
If yes, was quality of work acceptable X Yes ___ No ___
Was item bid in accordance with Public Act 85-1295? ___ Yes ___ No ___
Waiver of bids - Public Act 85-1295 does not apply X Yes

REVIEW (as needed):

Finance Director XX _____ Date _____
Village Manager XX _____ Date _____

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 Noon, Wednesday, prior to the Board Agenda distribution.

Bid form



To: Scott Niehaus
Village Manager

From: Tim Sexton
Finance Director

Date: February 16, 2018

Subject: Call One Telephone Services

Over the past three years the Village has had contracts for telephone services with CallOne Communications. These contract included three types of copper communication lines. Line type and status descriptions are below.

PRI Lines:

Each PRI line provides 24 telephone call connections. So if 24 calls are placed at one time from Village desk phones one PRI circuit can connect all of the calls. The Village currently has three PRI circuits. A PRI circuit requires a contract with the vendor for a minimum of one year.

The three Village PRI circuit were recently moved to a new vendor. AccessOne was able to provide the same services at a lower cost. CallOne no longer provides our PRI services.

T1 Data lines:

Each T1 line provides a data connection. The Village had two T1 lines one at each Fire Station. These lines provided connection from the Fire Station to the Village Hall network. The T1 lines provided desk phone service, email, application access, and file access to our Fire Stations. A T1 circuit requires a contract with the vendor for a minimum of one year.

The two T1 lines were canceled. The above listed Fire Station services are now provided across wireless bridges that were installed. CallOne no longer provides the Village with T1 services.

Low Baud/POT Lines:

Low Baud and POTS lines are very similar to a land line a resident would have at their home. The Village has this type of line in many locations. Examples of the locations are Village fax machines, credit card machines, elevator emergency phone, Fire Station overhead alarm systems, Fire Station direct ring downs to DuComm and the ECC, security alarms, and fire alarms.

Low Baud and POTS lines copper pairs are all owned by AT&T. CallOne provides billing and support help if there are issues with the lines. The provider does not require a contract on this line type, as they are just

passing along the costs. Over the past five years AT&T has significantly increased the charges for Low Baud and POTS lines. AT&T is attempting to price these line types out of existence.

Staff will be exploring alternative options in the upcoming years to the low baud and POTS lines, as they have become prohibitively expensive. As alternatives are implemented, we will drop the applicable lines, which is a reason we do not want to execute a contract with CallOne, and lock in any services. However, we are seeking authorization to continue services for the low baud and POTS lines with CallOne until the time that an alternative is implemented.

Therefore, staff is requesting Village Board approval for CallOne to provide Low Baud and POTS lines on a month-to-month basis, in an amount not to exceed \$11,000 monthly.