



June 18, 2024

The Honorable Board of Alders
City of New Haven
165 Church Street
New Haven, CT 06510

Dear Honorable Board Members:

In accordance with the Order of the Board of the Aldermen authorizing the Mayor to modify and execute all contracts on behalf of the City of New Haven, I am respectfully writing to advise you of a request for an order to approve, modify and execute a contract for a replacement phone system and associated 5-year software licensing maintenance for the New Haven Free Public Library.

The Library's current system is an on-premises system in use since 2011. This system is currently 5-years end of life, no longer receives important security updates and is not eligible for maintenance or replacement by the original manufacturer. Due to the system's declining functionality, we cannot make minor changes to our outgoing messages and emergency announcements. The sound quality and latency of the current system can make it difficult for staff to communicate with patrons and greatly impacts the accessibility of library services and information for all patrons. Additionally, in the event of hardware failure for any or all of the Library's 5 locations, there is a significant chance of a prolonged phone outage. As the Library's phone system is a core requirement for the Library's continued operation and service to the public an outage would compromise the Library's ability to fulfill its core mission to serve and communicate with the public.

In preparation for this necessary replacement, the Library requested IT capital funds and issued an RFP for a cloud-based phone system in December 2023 for the purchase of new phone equipment, labor and 5-year software licensing and maintenance contract. The Library has approved a bid from Presidio Managed Services for its compatible scope of work and pricing. This bid includes initial setup costs, the purchase of compatible equipment, 5-year pricing for Zoom Phone licensing and a 5-year maintenance contract. The total cost over the life of this contract (5 years), including both recurring and one-time costs, will be \$141,728. Funding for this project will be pulled from capital and existing general fund allocations for Library Telecom services. The pricing for this project expires August 1, 2024.

As New Haven Free Public Library continues to prioritize technology access and excellent customer service to New Haven, this order will allow us to finalize our replacement plan and address a critical failure point and vulnerability for the Library's technology infrastructure. The replacement phone system is a critical requirement to improve the efficiency, sound quality and security of the Library's services to its patrons.

I am respectfully requesting the Honorable Board's Unanimous Consent for the attached order.

Thank you for your consideration in this matter. Please contact me at (203) 946-8124 with any questions.

Sincerely,

Maria Bernhey
City Librarian & Director

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