

..title

ORDER OF THE BOARD OF ALDERS OF THE CITY OF NEW HAVEN AUTHORIZING
THE NEW HAVEN FREE PUBLIC LIBRARY'S REQUEST FOR 5-YEAR CONTRACT
WITH PRESIDIO MANAGED SERVICES IN THE TOTAL AMOUNT OF \$141,728 FOR
THE REPLACEMENT OF THE LIBRARY'S PHONE SYSTEM, INCLUDING LABOR,
SOFTWARE LICENSING, HARDWARE AND 5-YEAR MAINTENANCE CONTRACT.

..body

WHEREAS, the City of New Haven through its Public Library seeks to provide reliable access to safe, equitable and accessible information resources and services to its citizens many of whom rely on phone contact with library services; and,

WHEREAS, the New Haven Free Public Library's (NHFPL) current phone system is at end-of-life and is no longer supported by vendor, shows signs of imminent failure, and is integral to the library's core service; and,

WHEREAS, the NHFPL believes a new phone system will enable improved patron experience, increased efficiency and reliability of service throughout its 5 branches; and,

WHEREAS, Presidio Managed Services has provided an acceptable bid which includes replacement of hardware, labor, adequately priced software licensing and 5-year maintenance contract. Total Hardware and Labor (one-time): \$10,940 (hardware), \$ 33,261 (labor) = \$ 44,201, year 1 licensing and maintenance included in capital for total capital expense (\$9000 + \$11,701) = \$64,902
Recurring software license after year 1 (2-5 years): \$11,701 (per year) total 5 years = \$58,505
Maintenance contract: (5 years): \$9,000 (year 1 included in capital), \$7,500 (years 2-5) total 5 years = \$39,000, Total cost of project (5 years): \$141,728

NOW, THEREFORE BE IT ORDERED THAT the Board of Alders of the City of New Haven Supports the mandate of reliable customer service of the library and acknowledges the urgency of this replacement.

BE IT FURTHER ORDERED THAT the Board of Alders of the City of New Haven approves the request for contract for NHFPL's phone replacement and authorizes the Mayor to sign a contract with Presidio with public library's stipulated requirements and timelines for this project.