



## Legislation Details (With Text)

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**On agenda:** **Final action:**

**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.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 0 - CHECKLIST - NHFPL Phone Contract.pdf, 2. 1 - BOA COVER LTR - NHFPL-Phone Contract.pdf, 3. 1a - BOA COVER LTR - NHFPL-Phone Contract - SIGNED.pdf, 4. 2 - ORDER - NHFPL Phone system.pdf, 5. 3 - PNF - NHFPL PHONE CONTRACT.pdf, 6. 4 - FIS - NHFPL PHONE.pdf, 7. 5 - NOTICE OF INTENT - NHFPL PHONE CONTRACT.pdf, 8. 6a - SUPPORT DOC - Project cost summary-1.pdf, 9. 6b - SUPPORT DOC - QUOTE-HARDWARE-City of New Haven-Zoom Voice-2003723013701-02 (2) (2).pdf, 10. 6c - SUPPORT DOC - QUOTE-LABOR-City of New Haven -Zoom Voice-2003724014549-01.pdf, 11. 6d - SUPPORT DOC - QUOTE-Yearly licensing-City of New Haven-Zoom Voice-2003723013708-02 (4) (2).pdf, 12. 6e - SUPPORT DOC - RFP-01 NHFPL Phone system replacement 2024-10-1607.pdf, 13. 6f - SUPPORT DOC - RFP-NHFPL Phone system replacement 2024-10-1607 adno1 (1).pdf, 14. 6g - SUPPORT DOC - SOW-1003723010757\_1 - Zoom Phone Deployment - DBSS SOW Template Testing - 4\_30\_2024.pdf, 15. 6h - SUPPORT DOC - SOW-City of New Haven - Presidio MMSA\_4.26.24.pdf, 16. 6i - SUPPORT DOC - SOW-City of New Haven - Zoom Calling SOW\_4.26.2024.pdf

Date	Ver.	Action By	Action	Result
7/1/2024	1	Board of Alders	Referred	

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.

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.