

AGENDA SUMMARY ITEM

Agenda Item #: C - 2

Agenda Item: Approval and authorization to contract Village telephone services and support from vendor LogMeIn in the amount \$66,883 to be paid in thirty-six (36) monthly installments. LogMeIn's GoToConnect VoiP hosted solution will replace current end of life Avaya IP Office PBX telephone system.

After review of several telephone solutions, and costs associated with upgrade of existing on premise Avaya PBX, GoToConnect hosted solution became the obvious choice. Current Avaya IP Office 500 PBX and Windstream copper PRI is end of life and will require costly upgrades, increase to ongoing costs, and same limited phone and fail-over capabilities. GoToConnect has no implementation costs and will reduce ongoing telephone costs by approximately 40%. Additionally, any future maintenance increases will be capped at 5% per year.

GoToConnect VoiP System:

- Complete unified communications system that combines phone service with audio and video conferencing services.
- Provides Seamless emergency fail-over. No forwarding calls manually to copper or cell phones
- Phone calls can be made/received on a handset, computer soft phone app, or use of a mobile device as virtual office phone.
- Integrated Call Analytics. Eliminates need for third-party call accounting software.
- Polycom VVX EM 50 Expansion Module (EM50)
- Polycom VVX 250 Skyline handsets
- CCX 600 handsets
- Blackwire 3325, USB-A headsets
- Poly Trio 8300 open SIP conference phone with built-in Wi-Fi and Bluetooth
- GoToConnect Standard+ Licenses

Recommended Action: Staff recommends Council approval for Village to contract with LogMeIn for GoToConnect VoiP telephone system, hosting, and support.

Initiator	Village Manager Approval	Agenda Date	Village Council Action
Marina Quintero Information Systems Director		January 20, 2022	