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## CAPITAL IMPROVEMENT PROGRAM (CIP) 2019-2020 PROJECT SUBMITTAL FORM

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PROJECT TITLE:	<b>City Phone System Upgrade</b>		
DEPARTMENT:	<b>Information Technology</b>	DIVISION:	Information Systems
IDENTIFY THE PROJECT MANAGER(S):	<b>Dan Hord</b>		
INDICATE WHETHER THIS IS A NEW OR EXISTING PROJECT:	<b>New</b>		
INDICATE WHETHER THIS IS THIS AN ONGOING OR MAJOR PROJECT Ongoing projects receiving periodic funding, such as major maintenance, while major project has a definitive beginning and end, such as construction of a new building.	<b>Major Project</b>		
FOR EXISTING PROJECTS, PROVIDE THE EXISTING BUSINESS UNIT(S)/JOB NUMBER(S):	<b>N/A</b>		
<b>FOR MAJOR PROJECTS, WHAT IS THE ESTIMATED YEAR OF COMPLETION?</b>	<b>2019</b>		
IS THIS A <a href="#">MOBILITY ACTION PLAN (MAP) PROJECT</a> OR WILL YOUR PROJECT INCLUDE A COMPONENT OF IT?	<b>No</b>		

SHORT PROJECT DESCRIPTION/SCOPE **FOR BUDGET DOCUMENT**: Please provide a brief (four to six sentence) summary of the project's major scope elements. This information will be utilized in proposed and adopted budget documents.

**This project will upgrade all interconnected phone systems to the latest hardware and software versions. This will provide options to deploy newer technologies which will provide a savings on monthly recurring charges for various phone lines. This upgrade will also benefit the City in troubleshooting and receiving proper support for current systems with common software version platforms.**

LONG PROJECT DESCRIPTION/SCOPE **FOR INTERNAL USE**: Please provide a more detailed description of the project, along with any important background or contextual details for internal discussion/review with CMO and other departments. If this is an ongoing project, please insert here or attach separately a list of proposed sub-projects and associated costs that you are proposing for each year for which funds are requested. If this is a technology project, please contact IT and complete the "Technology Projects" section towards the end of this form.

**The City's phone system had been upgraded in 2008 which consolidated all remote facilities. At that time the desired outcome was not only to consolidate but also bring systems to the current hardware and software platforms. Software had been upgraded to version to 5.0, and with incremental upgrades systems are now at a software version of 5.3. This version is now several major upgrades behind the latest 7.0 version. This older software is problematic as it significantly increases support time due to vendor licensing and support mechanisms that have been retired. Staff is recommending/requesting to move forward with a complete major software upgrade. This upgrade will greatly improve problem resolution time as well as positioning the City for future growth and enhancements.**

**Systems with the latest software qualify for patches/fixes while also providing the ability to take advantage of newer technologies. Once current, this software has a no cost upgrade feature and offers the ability to virtualize many the City's voice servers. Virtualization removes the need to support specific physical hardware while at the same time providing fault tolerance in the event of a disaster. Also, an additional virtual server can be deployed to consolidate several phone connections removing the need for the physical phone line and the related monthly line charges. It is with these cost savings; the City should be able to see a return on investment just over five years.**

**There are several additional software entitlements that are extended with this upgrade and certainly a few that could benefit the City quickly but the need to upgrade our voice systems is becoming more essential in maintaining customer service standards and to accommodate the increased number of new personnel. The ability to deploy new services that can enhance our basic but vital communications internally and externally will ensure the City's voice systems are prepared for future opportunities.**

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PROJECT LOCATION: (Please attach a map when applicable)

**Various City facilities – City Hall, City Park Rec Center, Walnut Creek golf course, Legacy golf course, and Standley Lake.**

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NEED/JUSTIFICATION/BENEFITS OF THE PROJECT: List project objectives, benefits, and how the City will measure success. Include return on investment information where appropriate and an analysis of project risks.

**Software version/platform standardization, high available options in the event of a disaster, decreased time required to troubleshoot support issues, leverage new technologies that will be seen in overall analog line charges throughout the City.**

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PROJECT ALIGNMENT TO STRATEGIC PLAN: Explain how this project supports the goals of the [strategic plan](#).

**Visionary Leadership, Effective Governance and Proactive Regional Collaboration: Develop communication, management and planning tools that move the city toward its vision while providing excellent government.**

**This project would provide improved voice related communications internally as well as extending communications externally supporting the City's strategic plan for effective governance.**

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**PROJECT FUNDING ESTIMATES & REQUESTS**

ESTIMATED TOTAL PROJECT COST		TOTAL PROJECT FUNDING PER YEAR	
DESIGN/ PRE-DESIGN/ ENGINEERING/ ARCHITECT		2019	\$93000
LAND/ROW ACQUISITION		2020	
INSPECTION		2021	
CONSTRUCTION		2022	
FURNITURE/ FIXTURES/ EQUIPMENT		2023	
TAP FEES		<b>TOTAL NEW FUNDING</b>	<b>\$93,000</b>
OTHER: (describe) Software Procurement and installation, first year maintenance increase	\$93,000		
CONTINGENCY			
<b>TOTAL</b>	\$93,000		

**ONGOING OPERATIONS AND MAINTENANCE (REQUIRED FOR MAJOR PROJECTS)**

Estimate the citywide first-year and on-going cost impacts below.

- Break out by division/department the anticipated first year and ongoing operating cost impacts.
- Include ongoing costs impacts both inside and outside of your department, such as energy, water, custodians, landscape maintenance/ mowing/ flowerbeds, street sweeping, snow removal, etc.
- Include future computer hardware replacement costs, such as monitors, printers, scanners, etc.
- Include only **incremental cost increases/decreases** (e.g., if you are widening a road, note below the incremental cost increase to maintain the new part of the road and associated right of way/median improvements; if a project will reduce current operating costs, please list those reductions).
- Please include any clarifying comments about your assumptions in the section Additional Comments.

ESTIMATED <u>FIRST YEAR</u> OPERATING COSTS		ESTIMATED <u>ANNUAL</u> OPERATING COSTS	
Department/Division:	Estimated Costs:	Department/Division:	Estimated Costs:
	0	IT	12,463
<b>TOTAL FUNDING</b>	<b>\$ 0</b>	<b>TOTAL FUNDING</b>	<b>\$12,463</b>

*NOTE: The amounts in the Total columns will automatically calculate if you right-click on the yellow-shaded "\$0" and click on !Update Field.*

**ADDITIONAL COMMENTS ON OPERATIONS AND MAINTENANCE CONSIDERATIONS:** Please provide any additional clarifying comments or considerations about estimated operations and maintenance costs, overall assumptions, etc.  
**There will be an increase in maintenance costs to cover software support and upgrades. First year maintenance increase will be included in the project. Upgrades will allow the removal of several analog telephone lines which will reduce the City’s telephone standardized costs each year while at the same time providing fault tolerance in the event of a disaster. There is a potential 2-3% increase in annual maintenance.**

## LIFE CYCLE COST ANALYSIS (LCA)

“Lifecycle cost” means the cost of owning and operating infrastructure, equipment, etc. over its expected lifetime, including the costs that it will incur within that time (maintenance, energy, water, etc.). When two or more products’ lifecycle costs are compared, the full cost of each product over its lifetime is considered.

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LCA has already been performed on certain project scope elements?

**No**

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The project’s design/pre-design/engineering/architect budget includes funds to conduct LCA?

**No**

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**PROJECT SCOPE ELEMENTS FOR LCA:** Please list project scope elements where LCA has already been performed or will be performed, along with summary information on potential alternatives. If LCA has already been performed, please summarize findings. If no LCA is proposed, please explain why.

**No additional cost/LCA will be incurred as this is an upgrade to systems already in place.**

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## REQUIRED INFORMATION FOR TECHNOLOGY PROJECTS

If this is a technology project, complete the section below. A technology project is one that will require the IT Department’s assistance (hardware, software, network connectivity, system integration, security/firewall issues, etc.). Please contact IT to discuss the project and provide IT with a copy of this form when you submit to CMO.

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**ADDITIONAL HARDWARE PURCHASES NEEDED?** List all hardware (e.g., servers, monitors, desktops, laptops, tablets, handhelds, printers, scanners, network connections, etc.) that is anticipated associated with the project. All attempts to anticipate the hardware needs for the first two years of this project implementation should be made.

**This upgrade will require a few Virtual servers that will eliminate hardware currently in place. All other upgrades will be performed on existing hardware.**

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**PROJECT TEAM:** Identify the key participants from the departments utilizing the technology who will be involved in the implementation of the project. Clearly state each participant’s role (including project managers) and estimate how long the project is anticipated to take to implement.

**Limited IT staff will be involved in the upgrade and implementation of this project.**

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**IMPLEMENTATION AND ONGOING STAFF REQUIREMENTS:** Indicate the staff within the departments utilizing the technology and in IT that will be required to implement and support this technology on an ongoing basis. Indicate if those staff allocations will impact core services or require additional FTEs in the respective departments or IT.

**Current staff managing and supporting the phone system will be performing implementation and ongoing support. No additional support staff would be required.**

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**ONGOING MAINTENANCE & UPGRADES:**

What are the annual maintenance costs (including anticipated annual cost escalator)? **\$12,100.00 increase with a potential 2 to 3 percent increase yearly.**

How often are upgrades to the software anticipated? **Upgrades are not consistent but project includes cost free patches and upgrades.**

Are there additional costs for each software upgrade? If yes, how much is estimated per upgrade (this should include implementation costs for each upgrade in addition to any software costs)? **No, project includes cost free patches and upgrades.**

How often are upgrades to the hardware anticipated? **Remote phone gateway hardware replacement would be anywhere from 5 to 7 years.**

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**TRAINING:** Describe the additional training that will be required for technical or user staff during and following implementation of this project.

**No formal additional training needs will be required.**

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