

Administrative-Finance Committee
November 2, 2020
6:30 RESCHEDULED
CITY HALL CONFERENCE ROOM

**CITY OF DARIEN TEMPORARY AMENDMENT TO ADMINISTRATIVE/FINANCE
COMMITTEE MEETING FOR COMPLIANCE WITH ILLINOIS OPEN MEETINGS
ACT:**

- All Alderpersons will participate in the committee meeting by way of audio or video conferencing.
- The public is permitted to attend the Committee meeting but the meeting room will be limited to four members of the public at one time. The public will be required to maintain social distancing rules and are required to wear a mask while in the building.
- The public is encouraged to participate in committee meetings by submitting questions and comments via email to City Administrator Bryon Vana at bvana@darienil.gov.
- Emails providing public comment shall be submitted prior to the start of the committee meeting.

- 1. Call to Order**
- 2. Public Comment**
- 3. New Business**
 - a. Resolution accepting a proposal from Wilson Consulting for Telecommunications Consulting and Project Management Services in an amount not to exceed \$4,200**
 - b. Approval of Minutes – October 5, 2020**
- 4. Other Business**
- 5. Next Meeting – December 7, 2020**
- 6. Adjournment**

AGENDA MEMO
Administrative/Finance Committee
November 2, 2020

ISSUE STATEMENT

Resolution accepting a proposal from Wilson Consulting for Telecommunications Consulting and Project Management services in an amount not to exceed \$4,200.

BACKGROUND/HISTORY

Both, City Hall and the Police Department, are operating on a phone system that is approximately 20 years old. The current system utilizes a mixed analog and ISDN. This system is aging, out of date, and nearing end of useful life. As a result, there have been numerous challenges obtaining replacement parts. One of the phone circuit boards is completely unusable and as a result, not all of the phone lines are working at the two facilities. The staff has planned for the phone system replacement in FYE 22. Staff is requesting professional assistance with this project due to its complexity and technical knowledge required.

Staff contacted Wilson Consulting and Current Communications for the following:

- (1) Assess current phone system
- (2) Prepare the RFP
- (3) Review the bids
- (4) Assist in recommending a vendor and oversee the transition

The staff received two proposals:

- Wilson Consulting- \$4,200
- Current Communications- \$5,000

The references checks for Wilson Consulting were acceptable

The City's contract with CallOne will expire in July 2021 so we are planning to replace the system prior to that date. The proposed expenditure would be paid from the Administration's contingency line item, 01-10-4330.

STAFF/COMMITTEE RECOMMENDATION

Staff recommends approval of a Resolution accepting a proposal from Wilson Consulting for Telecommunications Consulting and Project Management services in an amount not to exceed \$4,200.

ALTERNATE CONSIDERATION

As directed.

DECISION MODE

This item will be placed on the November 16, 2020, City Council Agenda for consideration.

CITY OF DARIEN
TELEPHONE SYSTEM

**PROPOSAL FOR
TELECOMMUNICATIONS CONSULTING
AND
PROJECT MANAGEMENT SERVICES**

October 8, 2020

**WILSON CONSULTING
Elmhurst, IL 60126
630.279.8700
dwilson@wilsonconsulting.org**

PROJECT SCOPE

The City of Darien wishes to replace its telephone system. The City's Nortel telephone system is over 20 years old. Concerns over the age of the system and the ability to maintain it have led the City to undertake a project to seek its replacement. The Nortel system serves 2 City locations including:

- City Administrative Offices
- Police Department

The age of the Nortel system has raised concerns over its reliability and the ability to repair it in a timely manner should the need arise.

The primary goals of implementing a new system are to guarantee reliable telephone services for the staff and the community.

The City of Darien is considering the services of a telecommunications consultant to assist it in acquiring the new system. Generally, the consulting firm will:

1. Conduct an audit of the City's current voice and data communications system components.
2. Work with the City to identify potential applications for the new system and conduct a thorough telecommunications needs assessment.
3. Recommend the best system design for the City based on current technology and the criteria established during the needs assessment.
4. Formulate a Request for Proposal for all of the new system's components.
5. Evaluate vendor proposals in light of predetermined criteria.
6. Submit the evaluation and recommendation to the City Council for approval.

The project approach consists of two (2) Phases. The culmination of Phase One will be a Request for Proposal for the new system. In Phase Two the consultant will assist with soliciting proposals and negotiate the most favorable terms and prices for all system components.

The price quoted is all-inclusive and is a "not to exceed bid".

Wilson Consulting is uniquely qualified to assist City of Darien identify potential applications for a new telephone system and to conduct an objective analysis of its potential benefits and costs.

WORK PLAN

The Telecommunications Project will progress through two distinct Phases. They are:

Phase One: Needs Analysis, System Design and Preparation of a Request for Proposal

Phase Two: Proposal Evaluation and System Acquisition

The Phases are sequential; approval of the preceding Phases' recommendations will determine whether or not the next Phase will commence. We have identified each Phase's Objectives and Deliverables.

Phase One-Needs Analysis and System Design

Objective:

To determine City of Darien's telecommunications system requirements and to prepare a system design that reflects the City's needs in light of current and future technology. The focus of the Phase One study will be on how current technology can be applied to the City of Darien's current and future operations.

Tasks:

1. Audit the City of Darien's telephone bills. The audit will include an examination of all telephone bills and corresponding telephone company Customer Service Records.
 - Identify all local service from Customer Service Records.
 - Identify all services required by the Police Department for its operations and connections to DuComm.
 - Compile data regarding local and long distance usage to determine voice traffic requirements.
 - Provide a list of all service being charged to the City of Darien and corresponding costs.
 - Verify the accuracy of all current bills for services and reconcile any billing errors.
 - Establish optimum services for the City.
2. Identify immediate applications of current technology. What current activities could be facilitated by software and hardware enhancements to the existing telephone system?
3. Meet with City staff to identify potential applications: Consider where technology can be used to conduct business in a more productive manner. The technologies to be considered are ACD (automatic call distribution), voice processing services (including voice mail, automated attendant, information mailboxes and unified messaging), CTI (Computer Telephony Integration) and mobility services.
4. Inspect existing data network components to determine requirements where VoIP technology will be deployed. Wilson Consulting proposes to complete an examination of City of Darien's data network. The evaluation will be necessary to accurately determine the cost of alternate telephone system configurations.

A VoIP PBX telephone system utilizes the same network (data jacks and wiring, data switches

and routers) to transmit voice communications as is used by the existing data network. A separate processor(s) and software provide telephone applications and the “switching” functions required for receiving, transmitting and processing telephone calls. VoIP telephone instruments can occupy the same data switch port as a user’s PC (the telephone has a data switch that permits the PC to be plugged into it). Providing reliable telephone service on a data network requires that the data infrastructure support voice traffic.

The following changes may be required to deploy a completely VoIP telephone system on the City’s data network.

- Switches: Existing data switches may have to be replaced or additional data switches may have to be purchased to accommodate voice traffic on the City’s data network. New switches would be required to provide QOS (Quality of Service) software required to ensure voice traffic is delivered with a minimum of delay or disruption. New switches may also be required to provide a centralized source of power for VoIP telephone instruments. Any existing data “hubs” may also have to be replaced with new data switch ports.
- Uninterrupted Power Supply (UPS): Additional UPS capacity in the City’s data closets may be required to support the new data switches.
- Wiring: VoIP telephones require Ethernet standard wiring (Category 5 or better wire and terminations installed with 100 meter maximum wire runs). New wiring may be required to support a telephone where, currently, there is no workstation if VoIP telephones are desired.
- WAN (Wide-Area-Network): The City’s data network will be utilized to carry telephone calls between sites. It is imperative that the WAN have the bandwidth necessary to accommodate the additional traffic and that it support Quality of Service (QOS) and voice prioritization.
- Network Configuration: The City will have to make changes to its data network configuration to accommodate VoIP. To ensure the security and quality of voice traffic on the network, separate VLANs will have to be created and programmed and QOS and VLAN tagging must be enabled.

5. Design the system based upon the current and future applications identified.
6. Prepare user and administrative training requirements to be included in the RFP.
7. Review all specifications with City of Darien authorities.
8. Prepare a Request for Proposal (RFP) including Terms and Conditions

Deliverables:

1. Telephone company service audit.
2. Voice hardware and instrument audit.
3. Audit of current data infrastructure.
4. Application and feature requirements identified during the needs analysis.
5. System design parameters.
6. Formal Request for Proposal document
7. Identify qualified vendors for required systems and services.
8. Conduct pre-proposal meeting and site survey with vendors if required.
9. Solicit proposals from vendors, answer vendor questions on system requirements.
10. Prepare and distribute addendum to RFP specifications as required.
11. Clarify proposals with vendors.

Phase Two – Evaluate Proposals and Prepare System Recommendation

Objective:

To negotiate the most favorable prices and terms for the new telephone system as specified in the Request for Proposal.

Tasks:

1. Evaluate proposals and make recommendations.
2. Negotiate most favorable terms and prices for system components.
3. Attend all appropriate meetings.

Deliverables:

1. Report including evaluation of proposals and recommendations.
2. System cost analysis for each proposal including:
 - a. System acquisition cost
 - b. Maintenance costs
 - c. Monthly network (AT&T and/or other carrier) cost
 - d. System installation cost
4. Contract review for equipment and services.

METHODOLOGY

Phase One

1. Formal RFP Specification for systems and services: In order to procure information from vendors which meet the needs of City of Darien, Wilson Consulting will prepare a Request for Proposal when soliciting information on a particular system or service. The specifications include provisions for:
 - a. System performance
 - b. System maintenance
 - c. Engineering requirements
 - d. Standards compliance
 - e. User and administrator training
 - f. Terms and conditions

Phase Two

1. Proposal Evaluation Matrix: We will define each of the criteria to be used in evaluating the proposals received. The criteria will be established jointly with City of Darien and Wilson Consulting. The alternative systems will be examined on a grid, evaluation criteria will be listed and each criteria weighted given its relative importance to the City's system. Points will be assigned based upon the proposed system's measurement against the standard. When each proposal has been measured against each of the criteria, the points will be totaled. Use of this process assures total objectivity in evaluation.

CONTRACTUAL AGREEMENT

The fees charged for this study will be based on the staff time spent for each Phase of the Project.

If it were the decision of City of Darien to engage us for this Project, we would be prepared to start immediately.

With your approval, this proposal will serve as the agreement between Wilson Consulting and City of Darien for the work. The fees, including all expenses, for this work as outlined in the proposal will be:

Phase One-Prepare Request for Proposal	\$ 1,400
Phase Two-System Acquisition	\$ 2,800
TOTAL	\$ 4,200

Fee Clarification – Wilson Consulting has no vendor affiliation and will not accept any fees in connection with the work performed for City of Darien from any vendor or party other than City of Darien.

Signature

Signature

Title

Title

Date

Date

CITY OF DARIEN
1702 Plainfield Road
Darien, IL 60555

WILSON CONSULTING
486 Prairie Avenue
Elmhurst, IL 60126

CITY OF DARIEN
CONSULTANT TIME AND FEES*

	<u>Time</u>	<u>Fees (at \$140/hour)</u>
Phase One-Staff Meetings/site surveys	6 hours	\$ 840
Phase One-Prepare Request for Proposal	4 hours	\$ 560
Describe organization requirements		
Prepare system capabilities requirements		
Prepare system design recommendation		
Prepare Specifications including		
System capacity		
System capability		
Training		
Maintenance		
References		
PHASE ONE TOTAL	10 hours	\$ 1,400
Phase Two-Evaluate Proposals and Prepare Recommendation	20 hours	\$ 2,800
Conduct vendor Pre-proposal meeting		
Examine Proposals, Recommendation		
Prepare functional comparison		
Prepare 5 year system cost comparison		
Attend vendor presentations		
Prepare recommendation		
Attend Council Meeting		
PHASE TWO TOTAL	20 hours	\$2,800
 TOTAL		 \$4,200

WILSON CONSULTING
486 Prairie Avenue
Elmhurst, IL 60126
630.279.8700 – telephone
630.279.8710 – facsimile
dwilson@wilsonconsulting.org

David L.F. Wilson & Company, Inc. was incorporated in the State of Illinois in January 1989. David L.F. Wilson, Principal of the firm has been providing independent telecommunications consulting services since 1982.

Wilson Consulting was formed to provide independent telecommunications consulting services directly to both private and public sector clients. The firm specializes in evaluating the requirements and designing systems for multi-site clients with a focus on inbound and outbound call processing. Wilson Consulting has developed a series of programs which assist its clients evaluate alternative system designs in light of their organization's overall business and service objectives.

Wilson Consulting provides complete consulting services in the areas of voice/data communication, cable design for voice, data and video communications.

1. Consulting services for voice/data system design, RFP preparation, new system and/or component selection and system implementation.
2. Network Audit and Design Studies: Optimize kind and number of telephone network services offered by Local Exchange Carriers, Alternate Local Service providers and Interexchange Carriers.
3. Facility Management Programs: Telecommunications systems management. Coordination of all system components including local telephone company, long distance service providers, interconnect companies, etc..
4. New construction engineering and design work. Wilson Consulting is involved in new building construction projects, including total design of all related communication systems that include intercom, paging, radio paging, video, data networking, fiber optics, and various cabling designs.

Wilson Consulting is a **fee based** consulting firm. It accepts no compensation other than fees paid directly from its clients. Clients can come to us for a few hours or days consulting or procure our services for an entire project. The fees established for a project are based upon the time and level of staff involved. If requested a firm "do not exceed" fee can be established based upon a clearly identified project scope.

Wilson Consulting has assisted the following clients with their VoIP telephone system projects:

<u>Client</u>	<u>System</u>	<u>Vendor</u>
Glenview School District 34	Mitel	Telcom Innovations.
Community High School District 99	Mitel	Midco, Inc.
Community Consolidated School District 59	ATI	ShoreTel
Community Consolidated School District 181	Telcom Innovations Group	Mitel
Community Unit School District 200	Telecom Innovations Group	Mitel
Village of Gurnee	Cisco Call Manager	Sentinel Technologies
City of Highland Park	Mitel 3300	Midco, Inc.
City of Lake Forest	ShoreTel	ATI
City of Elmhurst	Mitel	Midco, Inc.
City of Rock Island/Park District	ShoreTel	RSM McGladrey
Park District of Highland Park	Mitel 3300	Midco, Inc.
KGK International	Avaya IP Office	TSG
Metropolitan Chicago Healthcare Council	Nortel CS1000	Blackbox
Village of Downers Grove	Cisco Call Manager	Sentinel Technologies
Village of Lake Bluff	Mitel 3300	Telcom Innovations
Village of Mount Prospect	Cisco Call Manager	Sound, Inc.
Village of Wilmette/Wilmette Park District	ShoreTel	ATI

From: [David Wilson](#)
To: [Lisa Klemm](#)
Subject: RE: Wilson Consulting proposal
Date: Thursday, October 15, 2020 12:21:20 PM

Hi Lisa, I can oversee that. I did not include any time to do so but, typically I only need a few hours. The vendor we select would do most of the work. I usually spend a little time getting things off to a good start by making sure our expectations are communicated to the techs installing and programming the new system and then participate in regular progress meetings.

Naturally, if any questions or concerns would arise I would be available. I do not typically charge anything for that sort of thing.

I hope that helps.

Thank you,

Dave

From: Lisa Klemm [mailto:LKlemm@darienil.gov]
Sent: Thursday, October 15, 2020 10:30 AM
To: David Wilson <dwilson@wilsonconsulting.org>
Subject: RE: Wilson Consulting proposal

Dave,

I'm in the process of preparing the agenda for approval in November. One question, do you, by chance, oversee the transition from the old system to the new one?

Thanks in advance,

Lisa A Klemm

City of Darien
630-353-8104

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From: Lisa Klemm
Sent: Thursday, October 8, 2020 2:40 PM
To: 'David Wilson' <dwilson@wilsonconsulting.org>

Subject: RE: Wilson Consulting proposal

Thank you! I will reach out to you soon.

Lisa A Klemm

City of Darien
630-353-8104

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From: David Wilson [<mailto:dwilson@wilsonconsulting.org>]

Sent: Thursday, October 8, 2020 2:30 PM

To: Lisa Klemm <LKlemm@darienil.gov>

Subject: Wilson Consulting proposal

Hi Lisa, thank you again for taking time to show me your facilities. It was helpful in preparing the attached proposal.

I look forward to discussing the proposal with you. Please let me know if you have any questions or if you need additional information.

Thank you,

Dave

David Wilson
WILSON CONSULTING
(630) 279-8700

From: [Steve Vachon](#)
To: [Lisa Klemm](#)
Subject: RE: phones
Date: Tuesday, October 6, 2020 11:48:35 AM

Lisa,
\$5,000 and would include any telco services you choose to go through me also.

From: Lisa Klemm [mailto:LKlemm@darienil.gov]
Sent: Tuesday, October 06, 2020 10:36 AM
To: Steve Vachon <svachon@currentcom.net>
Subject: RE: phones

Steve,

Please advise. What would be your fee for the following:

- 1) Assess current phone system
- 2) Prepare the RFP
- 3) Review the bids
- 4) Assist in recommending and overseeing of transition

Thanks in advance,

Lisa A Klemm

City of Darien
630-353-8104

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From: Steve Vachon [mailto:svachon@currentcom.net]
Sent: Tuesday, October 6, 2020 9:59 AM
To: Lisa Klemm <LKlemm@darienil.gov>
Subject: RE: phones

Hey Lisa,

Oh wow, not good.

That is one advantage of hosted phones. You can pick up your phone and take it home or another

location and take all calls just like you were in the office.

Let me know when you want to start the RFP process for the phones.

Thanks,
Steve

From: Lisa Klemm [<mailto:LKlemm@darienil.gov>]
Sent: Monday, October 05, 2020 2:08 PM
To: Steve Vachon <svachon@currentcom.net>
Subject: RE: phones

Steve,

Funny you emailed. Phones are down and may not be back up for a week. Something happened with cable going into building.

Lisa A Klemm

City of Darien
630-353-8104

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<http://darien.il.us/reference-desk/directconnect-enews>



From: Steve Vachon [<mailto:svachon@currentcom.net>]
Sent: Monday, October 5, 2020 12:59 PM
To: Lisa Klemm <LKlemm@darienil.gov>
Subject: RE: phones

Hi Lisa,
Just checking in. Any idea when you might want to start this process?

Thanks,

Steve Vachon
Current Communications
630-317-5680

RESOLUTION NO. _____

A RESOLUTION APPROVING A RESOLUTION ACCEPTING A PROPOSAL FROM WILSON CONSULTING FOR TELECOMMUNICATIONS CONSULTING AND PROJECT MANAGEMENT SERVICES IN AN AMOUNT NOT TO EXCEED \$4,200

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, as follows:

SECTION 1: The City Council of the City of Darien hereby accepting a resolution for a proposal from Wilson Consulting for Telecommunications Consulting and Project Management Services in an amount not to exceed \$4,200

SECTION 2: This Resolution shall be in full force and effect from and after its passage and approval as provided by law.

PASSED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 16th day of November 2020.

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 16th day of November 2020.

JOSEPH MARCHESE, MAYOR

ATTEST:

JOANNE E. RAGONA, CITY CLERK

APPROVED AS TO FORM

CITY ATTORNEY

City of Darien
Minutes of the Administrative/Finance Committee
October 5, 2020

The Meeting was called to order by Chairwoman/Alderswoman Sullivan at 6:00 pm. Committee members Aldermen Schauer and Gustafson were present. Treasurer and City Administrator Vana were also present.

FYE 20 Audit to Budget Comparison

Staff advised that upon completion of the annual audit the Administrative/Finance Committee reviews a comparison between the FYE 4-30-20 audited numbers and the FYE 4-30-20 estimated numbers included in the FYE 4-30-21 budget. This year's review included a document containing a detailed sheet on the General and Capital Projects Funds. The General Fund audited fund balance exceeded the estimated balance used in the 4-30-21 budget by \$1,291,820. The City Council previously approved the *Capital Improvements Plan Guidelines*. Section 3 of the guidelines includes direction that any surplus from the general fund, in excess of 3 months operating reserve, will be transferred to the capital projects fund annually. Based on these the Committee unanimously recommended that the City Council approve a transfer of \$1,200,000 to the Capital Projects Fund from the General Fund.

Motion to approve the tax levy determination for general and special purposes for Fiscal Year 2020-2021

Staff advised the draft ordinance requests a general corporate purpose (general fund=\$178,888) and special corporate levy (police pension fund=\$2,097,211) total of \$2,276,099 which represents a 0.00% increase over this year's non-bond extension \$2,276,099. I determined the levy for the police pension fund based on the actuary report conducted on the Police Pension Fund. With respect to the tax levy for Special Service Area #1, we have a plan for maintenance expenses for these wetlands and storm water infrastructure, and the recommended revenue from this levy is proposed to be maintained at \$5,000. Additionally, a levy for any outstanding bonds has been filed upon the adoption of the bond ordinances. The 2020 levy amount to pay for the principal and interest on these bonds totals \$887,535. Lastly, any bond abatement will be presented in conjunction with our budget review. The Committee unanimously recommended approval of the levy determination and ordinances which:

- Set the City's 2020 general property tax levy and special corporate tax levy (police pension fund) at \$2,276,099.
- Set the City's 2020 Special Service Area I property tax levy at \$5,000.

Janitorial Services Renewal

Staff advised that in 2018, the City of Darien requested bids, which included optional contract extensions. For the past 2 years, Clean Slate has provided janitorial services for the City, including Public Works, Police Department and City Hall and the services have been satisfactory and staff recommends approval of a contract extension. The Committee unanimously recommended approval of a resolution authorizing a contract extension with Clean Slate, Inc.

MINUTES – September 8, 2020 - The Committee unanimously approved the minutes.

Adjournment - The meeting adjourned at 6:50 pm.

Approved:

Mary Sullivan, Chairwoman _____

Eric Gustafson, Member _____

Ted Schauer, Member _____