



To: Board of Library Trustees
From: Anthony Auston, Director
Date: Tuesday, September 19, 2023
Re: Telephone System Replacement Project Recommendation

Overview

As identified in the past 3 fiscal years' Special Reserve Fund project goals, the library's 20 year-old on-premises telephone system is overdue for update and replacement. The backend hardware is no longer supported for maintenance and the endpoint handsets are outdated, lacking in contemporary features, and only available for repair/replacement from parts on the secondary market.

In 2019-20, both the Village and Park District found themselves in a similar position, so all three agencies met to discuss partnering for a group purchase of new systems for all three partners. We recognized that if we were to pool resources, we could save costs on planning, developing, posting and managing the bid feature set, and reduce the impacts of technology planning, while saving all three agencies time and money on the outcome. Ultimately the Village, who led our partnership effort, decided to pull out and pursue their own independent solution, leaving the library and Park District to find their own way. As we shifted operations to respond to the pandemic, this project was subsequently put on hold.

Our project research resumed in FY2022-23, and the addition of IT Manager Michael Pocrnich to our team in fall 2022 has enabled us to analyze our operational needs for this project with fresh eyes and a new set of options from a variety of vendors. For the past several months, Michael has been compiling and reviewing several options and quotes, including on-premises systems and cloud-based IP phones, in both leased and purchased solutions. In August, Michael invited a staff stakeholder team to evaluate our top 4 finalist options, meet with the vendors, and arrange for endpoint testing and a proof of concept design for the library's system. Following evaluation of all of our options, we've built consensus on our recommended solution.

The attached documentation and proposals mark the culmination of our study and represent the solution that best fits the library's current and future telephone system needs.

Recommendation

The feature-rich cloud-based solution proposed by [Communications Technologies Inc. \(CTI\)](#) and [GoTo](#) meets the library's current and anticipated future needs in all respects, and includes all necessary system equipment, programming, configuration and support, along with monthly telephone service for

an initial 3 year term. The library will own all of the equipment outright, regardless of whether we choose to renew service with CTI after the initial 3 year term.

Pricing for this solution includes 2 additional discounts: CTI participates in the [TIPS](#) purchasing cooperative, which extends government pricing to members (Wilmette Public Library has been a member since 2016); additionally, the solution's phone manufacturer [Poly](#) (aka PolyCom) is offering a rebate on its systems which affords the library the opportunity to upgrade the free base unit phones at substantial savings.

The GoToConnect monthly standard telephone service and direct-inward-dialing (DID) service (at \$1,157.45/month), retains all of the library's phone numbers, and enhances and replaces the library's existing Comcast telephone service (currently averaging about \$800/month).

The CTI/GoTo/Poly telephone system equipment, programming, and configuration is a one-time expense that totals \$4,794.25, and is considered a capital asset eligible for expense from the Special Reserve Fund. The 3 year contract for telephone service totals \$41,668.20, and is service that is already a regularly budgeted monthly expense from the General Fund. The total cost of the proposed solution is \$46,462.45.

Regardless of the phone system selected, the library knew it would need to update its network switch infrastructure to accommodate an IP-based telephone system. Our contracted local area network (LAN) management partners, **Computer View Inc. (CVI)**, have provided a quote/solution and the following justification for the switch that will best accommodate our solution from CTI:

The Wilmette Public Library is in need of an additional switch to support the following:

1. Switch ports to provide power and network access to IP phones that will be utilized in a new telephone system.
2. Switch ports to support additional devices in the library, and to provide flexibility in the event of a module failure in the main switch.

Assigning dedicated ports to IP phones allows for a configuration with a dedicated Virtual LAN (VLAN) for telephone traffic, which can be assigned a higher Class of Service, which would circumvent line stutter and unclear voice transmission in the new system. Utilizing separate VLANs for specialized network traffic allows for assigning optimum access rules and performance characteristics. Another example of separate VLANs in libraries is for self-checkout stations and credit card readers.

Adding additional ports for general equipment allows connection for additional devices that may be needed. Also with more available ports, should a module fail, devices can easily be reconnected to other ports, allowing for continued access to all network resources.

The network switch, expansion modules, and associated accessories and installation from CVI totals \$29,340, and is considered a capital asset eligible for expense from the Special Reserve Fund.

The library's attorney has reviewed the terms and conditions of our pending agreement, and has provided a contract rider to enhance and further protect our interests.

Budget

When originally proposed, this project was identified as eligible for expenditure from the Special Reserve Fund as necessary operational capital infrastructure. We anticipated that this project would cost around \$100,000, subject to a number of caveats and conditions. We expected that the final figure may include a portion of contractual maintenance or negotiated/included services that may otherwise have been budgeted as part of annual maintenance in the General Fund operating budget (line III. H. Telephone, aka accounting code 70700 on the financial statements).

The project cost for the Special Reserve Fund-eligible equipment one-time purchase came in well under the anticipated budget at **\$34,134.25** [\$4,794.25 + \$29,340].

The FY23-24 annual operating budget telephone service is \$12,000. The annual cost for the new, upgraded service will be \$13,889.40 [\$1,157.45/month] (resulting in a 14% increase for the service). The total for the 3 year service contract is **\$41,688.20**.

The total cost for this project over 3 years is \$75,802.45.

Phone, Meeting, Messaging



Wilmette Public Library District

Travis Gilbert

travis.gilbert@goto.com

Communications Technologies, Inc.

Blake Childs

636.537.7214

bchilds@cti-stl.com

www.cti-stl.com

A stylized graphic featuring a bright yellow semi-circle representing a sun rising over a solid green horizontal band representing a horizon. The background is white.

GoTo.com/connect

Why GoTo Connect?



The Swiss Army Knife of software

A single, consolidated platform that's driving a new wave of customer engagement.



Phone



Meeting



Messaging



Integrations



Audio Conferencing



Fax



Contact Center



Screen Sharing

Built for IT. Designed for everyone.

We give IT professionals just one system for phone, meetings and messaging, all equipped with a unified administration portal that helps you succeed.

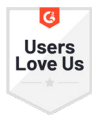
Your work. Your terms.

Whichever device you and your employees choose, we make it easy to jump from phone to meeting to chat on any device, all through one application, with one secure login.



24/7 Support & 99.99% Uptime

Our solutions are so intuitive, even people who dislike technology will love ours. But in the event you need a little help, we're here.



Top-Rated Remote Desktop Software &
Top-rated Hosted VoIP Provider
Top-Rated Identity Management Solution



Best Video Conferencing Provider
Best Webinar Software
Best VOIP Provider / Leader in UCaaS



Challenger for Meeting Solutions
Challenger for UCaaS Solutions
Customers' Choice for Meeting Solutions



Gold Medals in the Company, Collaboration & Customer Service Categories
Company of the Year



Best Customer Service & CRM Product



Proposal for Unified Communications Services

Wilmette Public Library District

Quote #: Q-695942
 Service Term: 36.0 Months
 Expiration Date: 07/28/23

Free Months: 2

TODAY'S TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Polycom VVX 250 (w/ Power Supply)	51	USD 189.00	USD 189.00	USD 0.00	USD 0.00
Polycom RealPresence Trio 8500 IP Conference Phone (w/ power supply)	1	USD 738.00	USD 330.27	USD 407.73	USD 407.73
VVX D230 DECT Wireless Handset & IP Base Station Phone Kit (power supply included)	3	USD 209.00	USD 77.19	USD 131.81	USD 395.43
Poly Edge E450 IP Phone w/Power Supply	16	USD 479.95	USD 284.08	USD 195.87	USD 3,133.92
Poly Edge E EM	1	USD 267.95	USD 127.11	USD 140.84	USD 140.84
Professional Services - Per Seat GTC Managed Install (Over 50 Licenses)	70	USD 50.00	USD 50.00	USD 0.00	USD 0.00
Voice Number DID Port - Configuration Fee	163	USD 5.00	USD 5.00	USD 0.00	USD 0.00
ALGO 8301 Paging Adapter for IP Enabling Analog Voice Paging Systems (TIPs)	1	USD 349.00	USD 68.51	USD 280.49	USD 280.49
ESTIMATED TAXES and FEES					USD 435.84
TOTAL					USD 4,794.25

MONTHLY TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Conference Device User- Monthly Service	1	USD 29.95	USD 17.00	USD 12.95	USD 12.95
GoToConnect Standard	70	USD 24.00	USD 11.05	USD 12.95	USD 906.50
Voice - Standard DID - Monthly Charge	163	USD 5.00	USD 4.75	USD 0.25	USD 40.75
ESTIMATED TAXES and FEES					USD 197.25
TOTAL					USD 1,157.45

TODAY'S TOTAL

USD 4794.25

MONTHLY TOTAL

USD 1157.45

Over 100+ Features

Connect an office or remote workforce with the flexible tools and unified administration.



Auto Attendants

Leverage an endless number of auto attendants to create custom menu options and gain IVR functionality.



HD Video Conferencing

Host professional meetings with up to 250 attendees using screenshare and meeting recording.



Conference Bridge

Utilize an unlimited number of conference bridges across the organization.



Voicemail to Email

Listen to voicemails directly from any inbox, on any device.



Ring Groups/Queues

Route calls to the right people in the shortest amount of time — empowering the organization with call center functionality.



Mobile Apps

Make and receive calls on any iOS or Android device — turn any smartphone or tablet into an office phone.



SMS/MMS Text Messaging

Send and receive messages between teams across desktop, mobile or web with SMS/MMS available in North America.



Virtual Fax

Send and receive faxes and view them in any email box at no additional cost.



Music on Hold

Present a professional image with custom music and messaging for promotions or instructions.



In-Country Calling

Call anyone in your country free up to fair-use limits.



Global Calling

Call over 50 countries at no additional cost.



GoTo Contact

GoTo Contact is a feature-rich, cloud-based contact center solution designed to improve customer experiences, and boost sales.

Their Words, Not Ours



“We live in LA, there might be an earthquake tomorrow. We needed a system that could work from anywhere. That’s what GoTo brought to PLN. It’s centralized and in the cloud.”

Geovanni Rivas

Head of IT, Technology and Communications, Para Los Niños

“We are saving 61% in cost every time we implement GoTo Connect at one of our locations over other hosted solutions. GoTo is a vital solution for Tenet Healthcare, which we depend on more every day.”

Don Preston

Consultant for Tenet Healthcare

Other Customers



DARTMOUTH

SIEMENS



Gartner

Gartner recognized GoTo as a Challenger in the 2021 Magic Quadrant for Unified Communications and Collaboration.



TrustRadius named GoTo Connect as a 2021 top rated VoIP solution.



G2 recognizes GoTo as a leading VoIP provider based on user reviews for customer satisfaction.

Communication tools are better together.
Visit [GoTo.com](https://www.gotocom.com) to see all our products.



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 Suite 13
 Downers Grove, Illinois 60515
 United States
<http://www.cview.net>
 (P) 847-290-9286
 (F) 847-290-9602

Quotation (Open)	
Date	Jul 28, 2023 02:55 PM CDT
Modified Date	Aug 24, 2023 10:44 AM CDT
Quote #	202634 - rev 1 of 1
Description	Network Switch
SalesRep	Poluchowicz, Roxy (P) 847-290-9286 ext. 114 (F) 847-290-9602
Customer Contact	Pocnich, Mike (P) 847.256.6913 mpocnich@wilmettelibrary.info

Customer

Wilmette Public Library (WPL0001)
 Pocnich, Mike
 1242 Wilmette Avenue
 Wilmette, IL 60091
 United States
 (P) 847-256-5025
 (F) 847-256-6933

Bill To

Wilmette Public Library
 Auston, Anthony
 1242 Wilmette Avenue
 Wilmette, IL 60091
 United States
 (P) 847-256-5025
 (F) 847-256-6933

Ship To

Wilmette Public Library
 Auston, Anthony
 1242 Wilmette Avenue
 Wilmette, IL 60091
 United States
 (P) 847-256-5025
 (F) 847-256-6933

Customer PO:	Terms: Undefined	Ship Via: UPS Ground
Special Instructions:		Carrier Account #:

#	Description	Part #	Qty	Unit Price	Total
Network Switch					
1	HPE Aruba 5406R 44GT PoE+ / 4SFP+ (No PSU) v3 zl2 Switch - managed - 44 x 10/100/1000 (PoE+) + 4 x 1 Gigabit / 10 Gigabit SFP+ - rack-mountable - PoE+	JL003A	1	\$8,420.00	\$8,420.00
2	HPE Expansion module - Gigabit Ethernet (PoE+) x 20 + Gigabit Ethernet / 10 Gigabit SFP+ x 4 - for HPE Aruba 5406R, 5406R 16, 5406R 44, 5406R 8-port, 5406R zl2, 5412R, 5412R 92, 5412R zl2	J9990A	1	\$3,700.00	\$3,700.00
3	HPE Expansion module - Gigabit Ethernet (PoE+) x 24 - for HPE Aruba 5406R, 5406R 16, 5406R 44, 5406R 8-port, 5406R zl2, 5412R, 5412R 92, 5412R zl2	J9986A	3	\$3,340.00	\$10,020.00
4	HPE Aruba Power supply (plug-in module) - 1100 Watt - United States - for HPE Aruba 5406R, 5406R 8-port, 5412R, 5412R 92	J9829A#ABA	2	\$1,140.00	\$2,280.00
5	HPE Aruba SFP+ transceiver module - 10 GigE - 10GBase-SR - SFP+ / LC multi-mode - up to 984 ft - for HPE Aruba 2930M 40, 6200F 12, 6200M 24, 6300, 6405 96, 64XX; CX 8360; Instant On 1930 48	J9150D	4	\$863.00	\$3,452.00
6	Belkin 1M Fiber Optic Cable; 10GB Aqua Multimode LC/LC Duplex, 50/125 OM3 Patch cable - LC multi-mode (M) to LC multi-mode (M) - 1 m - fiber optic - duplex - 50 / 125 micron - OM3 - aqua	F2F402LL-01M-G	2	\$14.00	\$28.00
7	Installation / Configuration	INST	1	\$1,440.00	\$1,440.00

N.B.: This project requires a 50% deposit.

Subtotal: \$29,340.00
 Shipping: \$0.00
Total: \$29,340.00

Thank you for choosing Computer View Inc. Please sign, date and FAX or email this form to order. The quote is good for 20 days.

These prices DO NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material unless specifically listed above. All prices are subject to change without notice. Supply subject to availability.