



CITY OF MOUNT VERNON, N.Y.

Mayor Office

SHAWYN PATTERSON-HOWARD, MPA
Mayor

City Hall, One Roosevelt Square
Mount Vernon, NY. 10550
(914) 665-2362 – Fax: (914) 665-6173

JUAN PEREZ
Commissioner Management Services

October 28, 2024

VIA EMAIL:

Honorable City Council Members
City of Mount Vernon
1 Roosevelt Square
Mount Vernon, New York 10550

RE:Request for Approval to Award Contract for VOIP phone system to Spectrum and Enter into a contract and make payment FOR APPROVAL AT THE November 13, 2024 CITY COUNCIL MEETING

Honorable Councilmembers:

The Department of Management Services requests that the City Council adopt an Ordinance allowing the City to award the contract for **RFP #02-2023 Cloud-Based Hosted VoIP Phone System** submitted for the VOIP Phone System project and seek authorization for the city to enter into an agreement with the Spectrum.

RFP Overview:

1. **Purpose of RFP:**

The City of Mount Vernon sought a reliable and feature-rich cloud-based hosted VoIP phone system to meet the communication needs of the city. The RFP was to propose a solution to cover our current environment of 250 phones and 350 lines across our main campus and 10 satellite offices. We were looking to use Polycom phones and softphones to ensure seamless integration and user convenience. Our primary objectives were to enhance productivity, improve call management, and streamline communication across all locations.

2. **RFP Publication Date: 6/30/2023**

3. **Proposal Evaluation:**

An evaluation committee was comprised of members from Management Services as well as various departments in City Hall, including DPW, Assessors office and Finance. Proposals were assessed based on criteria including cost-effectiveness, technical capability, vendor reputation, and scalability.

4. **Selected Vendor:**

After careful consideration, Spectrum has been identified as the most suitable vendor to meet our needs, offering an excellent balance of quality service and cost efficiency.

5. **Contract Summary:**

- **Contract Value:** \$539,755
 - \$489,390.00 over 60 Months recurring cost of \$8,156.50
 - \$50,355.00 (One Time Hardware Purchase)
- **Duration:** 60 Months
- **Key Deliverables:**
 - Installation of the VOIP system across all departments

“The Jewel of Westchester”



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- Staff training sessions
 - Managed technical support and maintenance as well as other services outlined in the proposal
6. **Additional Project Cost:**
- Headsets for staff: \$7,000
 - 200 headsets @ \$35 each.
7. **Total Upfront Cost:**
- Associated one time hardware cost: \$57,355.00
8. **Funding Sources:**
The initial funding for the project will be funded through ARPA 168.203.C927 with additional funding for recurring cost from our Telecommunications budget line 1912.441. Funding for the headsets will also come from ARPA 168.203.C927.

I believe that Spectrum will significantly contribute to achieving our goal of enhancing citywide communications and ensuring all departments operate with efficient and reliable technology.

I am available for further discussion and ready to provide any additional documentation required to facilitate the approval process.

I sincerely hope for a favorable outcome to improve the city's communication infrastructure.

Thank you for considering this request. We look forward to your approval.

Sincerely,
Juan Perez

Commissioner Management Services

cc: Mayors Office, Comptroller