



**Communications &
Information Technology Sub-Committee
York Room
June 1, 2011**

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| Members <u>Present:</u> Regional Councillor G. Landon Councillor Howard Shore <u>Regrets:</u> Regional Councillor J. Jones Councillor L. Kanapathi Mayor F. Scarpitti Councillor A. Chiu <u>Consultant:</u> Jim Van Meggelen, Core Telecom Innovations | Staff A. Taylor, Commissioner, Corporate Services N. Kenea, Chief Information Officer A. Moore, Manager of Purchasing R. Patano, Senior Buyer Sugun Rao, Manager, Technology N. Samfira, Technology Support Specialist L. Gold, Council/Committee Coordinator |
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The Communications and Information Technology Sub-Committee convened without quorum at 1:14 p.m. with Regional Councillor Gord Landon presiding as Chair.

1. TELPEPHONE SYSTEM RFP AWARD

Nasir Kenea, Chief Information Officer, discussed the ranking of bidders for the Town's telephone system. It was noted that Staff had reached a different conclusion than the Consultant regarding the highest ranked bidder.

Mr. Andy Taylor, Commissioner of Corporate Services, introduced the Consultant Jim Van Meggelen, Core Telecom Innovations. The consultant had over 20 years experience working in the telecom industry.

The Consultant advised there are multiple technologies that can be used to install a telephone system. The proposals were reviewed based on a replacement of the telephone system versus an upgrade of the telephone system. An upgrade to the system involves replacing core technology and some re-programming of the system, and a replacement of the system involves replacing all

of the technology and re-programming of the entire system. It was noted that the Town's telephone system is over twenty (20) years old and that replacements parts are often no longer available.

A group was formed comprised of staff from various departments to review the proposals. The proposals were ranked based on business needs. The consultant was hired to review the technical discrepancies between the proposals. It was reported that the Town's Purchasing Department is in the process of negotiating with the top ranked organizations.

Members were advised that based on the consultant's report the top nine (9) vendors were ranked closely together based on technical evaluation and that all of these vendors would meet the Town's business needs. It was noted that since these systems ranked so closely, the main selection factor should be price.

The Committee reviewed the differences between the ShoreTel system (the Consultant's recommended choice) and Unity Telecom system (staff's recommend choice). ShoreTel was recommended for the following reasons: it synchronizes information and eliminates redundancy automatically; it was developed based on new technology; time is saved due to the simplicity of the system; and it is user and administer friendly. Unity Telecom Corporation was recommended for the following reasons: it is deemed a leader amongst large corporations (note: ShoreTel has good customer satisfaction amongst smaller organizations); less risky; and is half million dollars less expensive than one of the ShoreTel solutions over a five year period.

It was noted that staff had technical concerns regarding the lowest cost bidder. Staff did not feel the vendor could deliver the product based on the price provided. Going forward with the lowest bidder could lead to additional costs and issues in the long term.

It was reported that the award for proposal report for the telephone system will be brought forward to the General committee in June and that the system will be installed this year. Funds will be borrowed against next year's budget for the full installation of the system. The spec sheets for the top ranked telephone systems were requested to be circulated to the entire committee.

2. PORTAL PROJECT UPDATE

Mr. Kenea displayed the proposed new Town website on the screen. Some of the highlights included:

- A interactive space, which could include video clips;
- An a-z listings that appears when you press the help icon;
- A Mayor and Council section of the website that includes a link to meeting agendas and minutes;

- An Accessing Markham section that includes a how to area, which will change based on the types of calls the Contact Centre is receiving. This section will also include a link to Contact Centre;
- A discover Markham section, which has links to Markham attractions, such as the Theatre;

It was reported that residents will be able to access most Town services from start to finish from the Town's new website. User acceptance testing is being done in June. The website will then be launched. It was noted that the website will be available in different languages and that a disclaimer will be included in case the software fails.

Members were informed that an audio introduction to each service can be included and that the link to the Contact Centre would be more prominent.

The Communications and Information Technology Sub-Committee adjourned at 2:11 p.m.