



CITY OF CORONADO

CITY COUNCIL STAFF REPORT

December 17, 2024

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AUTHORIZE THE CITY MANAGER TO EXECUTE THE CONTRACT WITH TPX COMMUNICATIONS IN AN AMOUNT NOT TO EXCEED \$175,000 TO PROVIDE ENTERPRISE TELEPHONE AND RELATED SERVICES

RECOMMENDATION:

Authorize the City Manager to execute a contract with TPX Communications (TPX) to provide enterprise telephone services for an initial contract term of three (3) years with two (2) one-year renewals and approve a contract sum of up to \$175,000 for five years.

BACKGROUND:

Prior to 2017, AT&T provided telephone services to the City over a legacy copper wire network. On May 16, 2017, the City Council approved the acquisition of a new unified telephone system and execution of a contract with TPX to provide session initiation protocol (SIP) trunk services and replace the AT&T functionality. The primary purposes of that service migration from copper to SIP were to offer redundancy and business continuity, flexible scaling, and cost savings. Since that time, the IT Division has operated a Mitel voice-over-IP (VoIP) unified telephone system in two primary locations with over two hundred telephones in service across all City buildings.

TPX has been the City's primary SIP services provider for seven years. The services provided are SIP trunking over leased lines; enterprise calling (calls between City buildings); dial tone to and from the U.S. telephone system; CallerID; outbound 911 services; and local, toll, and long-distance services for outbound calling.

ANALYSIS:

To ensure the City is still receiving the best pricing and service levels, in accordance with Coronado Municipal Code 8.04.060, a formal RFP was issued to solicit responses from SIP service providers. Staff received responsive proposals from TPX and two other providers. The selection team scored all submissions for capabilities to provide the services requested, with an interest in ensuring the providers have municipal experience, strong service levels, and competitive pricing. TPX's proposal scored the highest and was judged by the selection team to have a good balance of capabilities, past performance, service levels, and pricing.

FISCAL IMPACT:

These costs are already included in departmental telecommunications budgets and are proportionally distributed according to the number of telephones utilized. A 20% contingency is included in the budget to account for future usage increases and service expansion.

ALTERNATIVE:

The City Council could choose not to award the contract or provide alternative direction.

CALIFORNIA ENVIRONMENTAL QUALITY ACT:

Not Applicable.

PUBLIC NOTICE:
No notice required.

ATTACHMENTS:
1. TPX Agreement

Submitted By: Administrative Services Department / Brian Lewton