

PHONE SYSTEM REPLACEMENT

Oct.17, 2016

No Board action required today

WHY REPLACE?

- Current phone system is obsolete
 - 13-year-old equipment
 - No longer supported by manufacturer
 - Difficult to buy replacement parts
 - Increasing risk of failure
 - Legacy technology



PROJECT HISTORY

(alternatives evaluated)

- Original PBX Scope (circa 2012): Upgrade
 - Value and benefits
 - Gained manufacturer support (software and processor upgrade)
 - Lower initial cost
 - Minimal plant/infrastructure changes
 - Quick deployment
 - Considerations
 - Transition solution (limited period of support)
 - Reuse of hardware, devices, equipment
 - Higher overall replacement cost
- Project budgeted \$720K
- Determined the solution did not provide best value for our customer-owners
 - Short lived solution
 - Did not provided long-term reliability
 - Limited manufacturer support
- Project suspended: No capital spend
 - Continued maintenance of existing system
 - Budgeted \$100K for feasibility study
 - Additional exploration needed to refine budget
 - Revised capital budget to \$600K for future improvement



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PROJECT HISTORY

(alternatives evaluated)

- PBX scope (circa 2015): hybrid solution
 - Phased implementation to Internet Protocol (IP) platform
 - Cost and technical incentive to remain with current manufacturer
 - Procured consultant support
 - Issued RFP 15-36
- Board Presentation on Jan. 18, 2016
 - Update on telephone project
 - Planned return on Feb. 1, 2016
 - Project budget revision (\$1,471,824 forecasted)
 - Award of RFP 15-36
- Final assessment did not support a hybrid solution
 - Migration solution did not meet technical and financial requirements
 - Required intricate “work-arounds” to provide necessary functionality
 - Required stronger integration efforts between IT and Telecom
 - Long deployment schedule and higher overall implementation cost
- RFP 15-36 canceled in April 2016



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LESSONS LEARNED

- Going Forward:
 - Follow the District-developed Engineering & Project Management program
 - Apply the District's standards and best practices
 - Effective collaboration
 - Embrace Cycle of Personal Ownership (CPO)
- Fully embrace and execute on the key concepts identified within the Cycle of Personal Ownership.
 - Establish clear expectations
 - Have complete agreement/understanding on the project scope
 - Obtain commitment from team members to fully execute within their defined respective roles and responsibilities
 - Use project management process to aid in the early detection of these issues.



ACTIONS TAKEN

- Re-engaged stakeholders to define current and future needs
- Joint IT/Tech Shop effort to develop integrated solution
 - Captured all related projects under one
- Evaluated four leading telephony vendors available on State contracts
 - Access competitive pricing with much shorter procurement schedule
- Compared detailed scope and pricing between top two vendors
- Selected Cisco/CompuNet based on best value

NEW PROJECT SCOPE

- Complete Replacement - full IP platform
- Immediate paradigm shift in technology
 - Value and benefits
 - Achieves full manufacturer support
 - Lower overall implementation cost than hybrid solution
 - Maximizes the value and benefits of our IT network
 - Portability of the system (gained operational efficiencies)
 - Recovery of telecom space
 - Industry standard platform
 - Notable requirements
 - Dependency on the IT network
 - Make ready work required (added cost)
 - Need to move to a distributed platform



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SYSTEM FEATURES

- Voice over Internet Protocol (VoIP)
 - Software-based distributed design
 - Uses highly reliable business network for call routing
 - Enhances business continuity communications model
- Call Center capabilities – expandable and adaptable to allow for multiple means of communications
- Supports Unified Communications

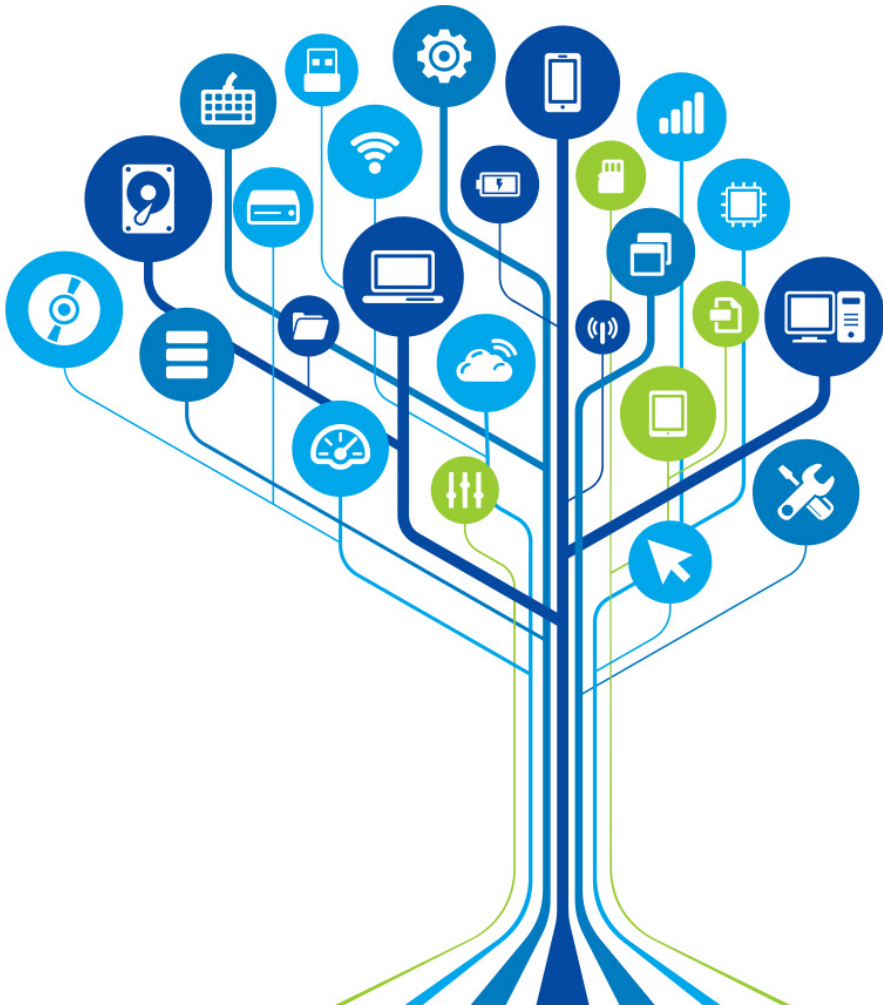


CUSTOMER EXPERIENCE

- Advanced Call Center Capabilities
 - Intelligent routing to the most appropriate resource: Skills based
 - Enable Email and Chat interactions
 - Web-based desktop agent: Best positioning for future CIS integration
 - Advanced reporting tools
 - Maintains high level of customer service



UNIFIED COMMUNICATIONS



- Presence
- Instant Messaging
- Click-to-call
- Web conferencing
- Desktop/File sharing
- Video integration ready
- Mobility Integration
- Unified Messaging

ADDITIONAL ENHANCED FEATURES

- Voicemail
- Conference bridge
- Call recording
- Switchboard Attendant Consoles
- Emergency Responder - provides security and first responders with granular location information
- Allows for future automated emergency notification, radio integration



SCHEDULE

- 2016
 - Detailed design and implementation process with CompuNet/Cisco
 - Wiring upgrade effort
 - Continued stakeholder engagement
- 2017
 - Purchase new Cisco system using State contract
 - Deploy and test new system
 - User training
 - Flash cutover to new system
 - Remove old equipment



COST ESTIMATE

- System Replacement \$1,821,000
 - Phone System and Labor
 - Network Wiring
 - Backup Power
 - Unified Communications
 - Eng, Proj. Mgmt, IT support, Planning
 - 15% Contingency

NEXT STEPS

- Seek approval of budget revision resolution – Nov. 7
- **Budget revision requested: \$1,221,000**
 - Current approved budget: \$600,000
 - Revised project cost: \$1,821,000
- Equipment purchase to be made under Delegated Authority

QUESTIONS

