

**ORDINANCE NO. 1602**

**AN ORDINANCE AUTHORIZING THE INTERIM CITY ADMINISTRATOR TO ENTER INTO A 60-MONTH LEASE AND SERVICE AGREEMENT WITH DIRECT LINK TELECOM**

**WHEREAS**, the City of Canby currently contracts with Direct Link for telecom services; and

**WHEREAS**, the City of Canby desires to extend telecom services for an additional five years; and

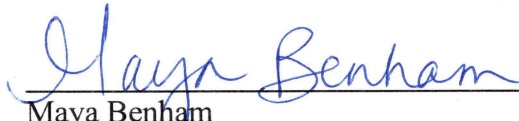
**WHEREAS**, in accordance with Oregon Public Contracting law, three quotes were received and reviewed for price and other value; and

**WHEREAS**, Direct Link can provide continuity and high quality service at a similar price to others.

**NOW, THEREFORE, THE CITY OF CANBY, OREGON, ORDAINS AS FOLLOWS:**

**Section 1.** The Interim City Administrator is hereby authorized on behalf of the City to enter into a 60-month lease agreement with Direct Link Telecom for telecommunications services. A copy of the Agreement is attached hereto as Exhibit "A."

**SUBMITTED** to the Canby City Council and read the first time at a regular meeting therefore on Wednesday, May 17, 2023, ordered posted as required by the Canby City Charter; and scheduled for second reading on Wednesday, June 7, 2023, commencing at the hour of 7:00 PM in the Council Chambers located at 222 NE 2<sup>nd</sup> Avenue, 1<sup>st</sup> Floor Canby, Oregon.

  
\_\_\_\_\_  
Maya Benham  
City Recorder

**PASSED** on second and final reading by the Canby City Council at a regular meeting thereof on the 7<sup>th</sup> day of June 2023, by the following vote:

YEAS 6

NAYS 0

  
\_\_\_\_\_  
Brian Hodson  
Mayor

ATTEST:

  
\_\_\_\_\_  
Maya Benham  
City Recorder

# VoiceConnect HPBX Phone System

*Proposal for:*



## City of Canby



*Prepared 5/4/2023 by Levi Manselle, Director of Sales & Business Development*

*TEL: 503-266-8274 [Levi.Manselle@DirectLink.coop](mailto:Levi.Manselle@DirectLink.coop)*



## **Scope of Services**

The VoiceConnect HPBX phone system features a powerful, full-featured, business-class platform without the cost or hassle of maintaining an on-site PBX or Key System. Standard features include a unique Personal Directory Number (PDN) for each phone, Shared Line Appearances, Call Pick-up Groups, Music on Hold, Enhanced Monitored Extensions, Enhanced Speed Dialing, Multi-Line Hunt Groups with Automated Schedules, and multiple customizable tools to provide effective and efficient call flow configurations. VoiceConnect can be programmed within seconds using a simple web-based management tool hosted on DirectLink's Public Switching Telephone Network (PSTN) MetaSwitch which boasts exceptional uptime and operational reliability. Our analysis indicates the proposed VoiceConnect HPBX phone system with upgraded hardware would provide minimal disruption while ensuring reliable voice services on an established platform with minimal programming changes.

## **Assessment of Your Existing Phone System**

The current VoiceConnect system mostly consists of Aastra SIP desk phones which are outdated and showing signs of use. The current phone models have monochrome LCD displays and are capable of providing a maximum of 30 programmable keys, but have older end point packs and are EOL. The VoiceConnect software suite for SIP devices and soft client supports updated SIP phones and the City of Canby would benefit from full color displays with new phones with current end point packs and firmware so we are suggesting to replace the older model Aastra phones with Mitel 6869 SIP phones or Yealink SIP phones. MaxUC mobile soft client users would benefit by upgrading to version 3.11.12 or higher. MaxUC Desktop would require the latest software version and a secondary (unique/dedicated) PDN with simultaneous ring with the user's existing desk phone profile so all inbound calls to the primary PDN/extension would ring both the desk phone and the desktop soft client numbers. Outbound desktop soft client calls would utilize the unique secondary # specific to the remote user's physical address for e911 compliance. DirectLink proposes replacing all deployed UPS units. Existing Enterprise Routers and Switches were found to be in good working order, renewal discount is based on retaining and utilizing existing network equipment for VoiceConnect circuits for the duration of the proposed renewal term and would be replaced if/when required.

## **VoiceConnect: Customized Voice Communications**

The City of Canby would benefit from modern phones which are easier to use and boast more features and functionality with powerful, full featured, business-class service delivered via private dedicated circuits over DirectLink's Fiber Optic Network. VoiceConnect is designed to improve your organization's efficiency by providing tools to customize and reconfigure the system within minutes. Each PDN provides options for Call Pick-up Groups, Music on Hold,

Automated Call Schedules, Click-to-Dial option, and "MyVoice" online portal - a simple to use web-based management tool. VoiceConnect HPBX system utilizes a dedicated circuit which is separate from all other onsite services and is hosted on DirectLink's PSTN (Metaswitch) which boasts impeccable five nines (99.999+%) reliability in conjunction with a low overall Total Cost of Ownership model.

## **Proposed VoiceConnect Features & Configuration:**

DirectLink will maintain the current phone system configuration which will cut costs. DirectLink will continue to provide a dedicated PDN with each VoiceConnect Phone Station and includes 2 call appearances which allows 2 simultaneous calls with each PDN. MaxUC Mobile and Desktop soft client apps would be provided with a unique e911 number for remote work address (as required) via simultaneous ring with primary station's profile and PDN. Each station includes a Deluxe Business Profile for the end user to configure their voicemail, contacts, call forwarding and the desk phone's programmable keys. Call flow configuration tools (e.g. call forwarding, incoming call manager with call flow schedules and rules, voicemail to email forwarding, and call handling rules) are provided at no extra cost for each station upon request.

Each VoiceConnect Station includes robust call features such as Caller ID, Do-Not-Disturb, Enhanced Park Orbits, Monitored Extensions, Conference Calling, Transfer, Speed Dial, and other programmable softkey functions. The MyVoice online configuration portal provides access to voicemail, softkey programming, call manager, voicemail to email forwarding and notifications. System administrators may perform moves, adds, and changes to individual profiles and hunt groups, adjust attendants and call flows through a centralized admin page.

### **VoiceConnect Equipment/Services Renewal Summary:**

*8 Managed Enterprise Routers/Switches (retain existing equipment)*

*1 Managed 8 Port PoE Switch (retain existing equipment)*

*1 Managed 24 Port PoE Switch (retain existing equipment)*

*8 Uninterrupted Power Supply Battery Backups (verify/replace existing equipment)*

*97 Upgraded desk phones to Mitel 6869 or Yealink 46U SIP Phones*

*8 Conference SIP Phone Sets (maintain existing equipment)*

*105 Dedicated Personal Directory Numbers (2 Call Appearances Each)*

*Pilot Numbers and Lines with MyVoice Online VoiceConnect Access*

*MaxUC Mobile or Desktop Softclient with additional PDN for e911 purposes (1 per profile)*

*Service Level Agreement with Escalation Process*

**Monthly Services & Equipment As Outlined\*    \$1,665.30**

***(\$1,138.70/month savings from current renewal rate)***

**One Time Installation: -WAIVED-** \*Not all taxes, fees, and surcharges are included in this proposal.

*Pricing reflects 5 year agreement with fixed discounts for the term of the agreement. Savings estimated at \$1,138.70/month over the standard VoiceConnect monthly rate (\$2,804.00)*

# Implementation and Ongoing Support

DirectLink would replace all Aastra phone sets with new Mitel 6869 or Yealink T46U SIP phones. All testing, configuration, and training is included with the proposed VoiceConnect HPBX System. Training would be provided for end users and the designated administrator(s) during the installation period. Major adjustments to call flow, number assignments, and other programmable functions will be configured within the first three weeks of the VoiceConnect system installation/implementation period. Hardware upgrades are estimated to take 1 business day per physical address and will utilize existing CAT5e/CAT6 network cabling. In the event major changes are requested to the proposed configuration there could be additional charges for equipment, cabling, and/or installation.

VoiceConnect is kept up to date with nightly maintenance updates to ensure the latest features and functionality to keep your organization running efficiently. All VoiceConnect equipment is maintained and serviced by DirectLink during the duration of the service agreement. Technical support is readily available via DirectLink Service and Repair Center: 503-266-8111. Afterhours repair service is available per the proposed SLA. Training, moves, adds, and other 'non-emergency' changes must take place during regular business hours 8am-5pm, Monday thru Friday unless otherwise scheduled due to extenuating circumstances.

Please feel free to contact Levi Manselle with questions or to request additional information. We look forward to providing reliable voice communications with the proposed upgraded VoiceConnect HPBX Phone System.

**Best Regards,**

**Levi Manselle**

*Director of Sales & Business Development*

**P** 503.266.8274 • **F** 503.266.8297 • **M** 503.807.2404

PO BOX 880 Canby, OR 97013

[www.DirectLink.coop](http://www.DirectLink.coop)



**AFFIDAVIT OF POSTING**

**STATE OF OREGON**       )  
  )  
**County of Clackamas**    )        ss:  
  )  
**CITY OF CANBY**            )

I, Maya Benham, being first duly sworn, depose and say that I am the City Recorder for the City of Canby, Clackamas County, Oregon, a City duly incorporated under and by virtue of the laws of the State of Oregon.

That on the 17<sup>th</sup> day of May, 2023 the Council for said City of Canby held a Regular City Council Meeting, at which meeting Ordinance No. 1602 was read for the first time and passed by the vote of said Council and was then and there ordered posted in at least three (3) public and conspicuous places in said City for a period of five (5) days prior to the second reading and final vote on said Ordinance, as provided in Section 2 of Chapter 8 of the Charter of the City of Canby, and

Thereafter, on the 19<sup>th</sup> day of May, 2023, I personally posted said Ordinance in the following three (3) conspicuous places, all within the said City of Canby, to wit:

- 1.     Canby Civic Building
- 2.     Canby Post Office
- 3.     City of Canby Web Page

That since said posting on the date aforesaid, the said Ordinance will remain posted in the said three (3) public and conspicuous places continuously for the period of more than five (5) days and until the very 7<sup>th</sup> day of June, 2023.

*Maya Benham*  
\_\_\_\_\_  
Maya Benham, City Recorder

Subscribed and sworn to before me this 23 day of May, 2023.

*Emily Lela Sasse*  
\_\_\_\_\_  
Notary Public for Oregon  
My Commission Expires: 12/12/26

