



Midpeninsula Regional
Open Space District

R-21-155
Meeting 21-31
November 11, 2021

AGENDA ITEM 9

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New Phone System: Microsoft Teams Calling

GENERAL MANAGER'S RECOMMENDATIONS *deur*

1. Authorize the General Manager to enter into a contract with CDW Government LLC at a one-time cost of \$57,780 for professional implementation services of Microsoft Teams Calling with a 5% contingency of \$2,889 to address unanticipated technical issues, for a total amount of \$60,669.
2. Authorize the General Manager to amend the original three-year enterprise agreement of \$211,000 with Microsoft Corporation, by \$19,200, for a new total amount not-to-exceed \$230,200, to purchase Microsoft Teams Calling through May 2022.

SUMMARY

Midpeninsula Regional Open Space District (District) has identified a business need to upgrade and replace the current phone system. Microsoft Teams Calling is a robust phone system that is integrated within Microsoft Teams, which is the District's current communication software. The General Manager recommends entering into a contract with CDW Government LLC at a one-time cost of \$57,780 with a contingency of \$2,889 for a total amount of \$60,669 to implement Microsoft Teams Calling. In addition, the General Manager recommends amending the Microsoft Corporation enterprise agreement to purchase Microsoft Teams Calling through May 2022 by an additional \$19,200.

DISCUSSION

The current Phone System is over 10 years old and needs replacement due to age, lack of support, and limited functionality. When the District pivoted to 100% remote office work during the pandemic, the vast majority of administrative staff no longer had access to their desk phones; the current system only allows for limited instances of call forwarding. Having established a new hybrid office work environment and with the anticipated desk sharing that will occur in the new office building (5050 El Camino Real), a phone system that is integrated with computers rather than traditional desk phones will best support the work of staff into the future. Microsoft Teams Calling allows users to make and receive external calls via their computer and mobile devices. This modern flexible phone system meets all District business needs and is integrated within Microsoft Teams, which the District has relied on as its primary communication platform for audio, chat, and video web meetings for the last year and half.

In March 2019 (R-19-34), the District entered into a 3-year Enterprise Agreement with Microsoft Corporation for the purchase of Microsoft Office 365. Currently, Microsoft Teams Calling is not included in the District's Microsoft Office 365 suite of software, therefore an additional licensing fee of \$19,200 is required to implement Teams Calling. Microsoft Teams monthly licensing fee for current staffing numbers is \$3840; the District pays on average \$2900 monthly for its current phone service, which will be discontinued when Teams is implemented. In March 2022, the District plans to enter into a new Enterprise Agreement with Microsoft Corporation that will include Microsoft Teams Calling.

In addition to purchasing Microsoft Teams Calling, the District is seeking professional support to configure, implement, and train staff on the new phone system, as well as migrate phone numbers from the District's current phone system, allowing staff to retain their numbers. CDW Government LLC has extensive experience with Microsoft Teams Calling implementation. CDW Government LLC services would be procured through a Sourcewell cooperative purchasing agreement. Participation in Sourcewell is available at no-cost, no obligation, and no liability to public agencies. Sourcewell conducts a rigorous vetting process that follows the competitive contracting law process to solicit, evaluate, and award cooperative purchasing contracts for goods and services. Sourcewell saves purchasers money by offering better volume pricing, reducing administrative time in soliciting bids, and combining the purchasing power of more than 50,000 organizations. Section IV.C of Board Purchasing Policy 3.03, *Public Contract Bidding, Vendor and Professional Consultant Selection, and Purchasing Policy* provides that the District may "join in cooperative purchasing agreements with other public agencies (e.g., the State of California, counties, cities, schools, or other special districts) to purchase goods or services at a price established by that agency through a competitive bidding process." The General Manager recommends entering into an agreement with CDW Government LLC for a not-to-exceed amount of \$60,669 to implement Microsoft Teams Calling at the District.

FISCAL IMPACT

There are sufficient funds in the adopted FY22 Budget to cover the cost of the recommendation.

BOARD AND COMMITTEE REVIEW

- On March 27, 2019, the Board of Directors approved the General Managers recommendation to enter into a three-year agreement with Microsoft for services, including email, SharePoint, Windows 10, for a not-to-exceed amount of \$211,000. ([R-19-34](#), [Meeting Minutes](#))

PUBLIC NOTICE

Public notice was provided as required by the Brown Act.

CEQA COMPLIANCE

This item is not a project subject to the California Environmental Quality Act

NEXT STEPS

Upon Board approval, the General Manager will enter into a contract with CDW Government LLC for Microsoft Teams Calling implementation, and purchase Microsoft Teams Calling.

Responsible Department Head:

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