

3A2

City of Keene  
New Hampshire

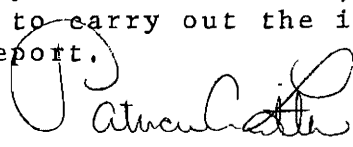
In City Council March 4, 1999.  
Voted to carry out the intent of  
the report.

March 1, 1999

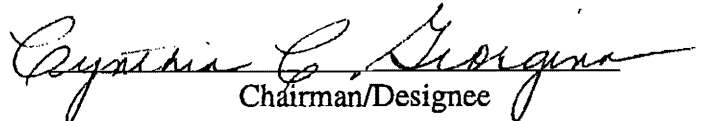
TO: Mayor and City Council

FROM: Finance, Organization & Personnel Committee

SUBJECT: Memorandum – IMS Director – Standardization of Telephone Systems

  
City Clerk

On a vote of 3-0, the Finance, Organization and Personnel Committee recommends the City Council standardize on Executone telephone equipment.

  
Chairman/Designee

Background Notes:

The IMS Director reviewed with the Committee the diagram of telephone systems in use throughout the City of Keene. He identified all of the facilities that are currently connected with the fiber-optic cable. He explained that three phone systems are currently scheduled for replacement, with money that is available in the Capital Improvement Program. Those specific buildings are the Library, the Public Works Department, and the Parks and Recreation facility. He explained that, with the purchase of telephone equipment within City Hall approximately a year and half ago, the vision was developed to connect outlying departments using the fiber-optic cable, leveraging that investment to allow one centralized voicemail to serve all City departments. He went on to state that he is encouraging City Council endorsement on the standardization on Executone phone equipment to be put in place with this plan. Councilor Blastos asked how much money might be saved using the fiber-optic cable to connect the telephone system to outlying buildings. Mr. Damon responded that, using a very conservative number of \$4,000 per building, using fiber would potentially realize a savings of just under \$40,000 per year. Councilor Bendzinski asked if the centralized model was developed and something were to happen to the centralized phone system here in City Hall, would telephone service be lost to all outlying buildings. Mr. Damon responded by stating that the telephone lines currently are installed in each of the outlying buildings. For example, the airport telephone lines are installed in the telephone system within the airport. Mr. Damon indicated that this approach would remain consistent until all systems could be serviced by the central telephone system in City Hall. He went on to explain that, once a phone system in City Hall did have all the phone lines to service the entire organization, then certainly more emphasis would need to be given to redundancy to that system to ensure its availability.

**CITY OF KEENE**  
**NEW HAMPSHIRE**

**M E M O R A N D U M**

January 23, 1999

**To:** Finance, Organization and Personnel Committee  
**From:** Keith R. Damon, IMS Director  
**Through:** John A. MacLean, City Manager  
**Subject:** Standardization of Phone Equipment

**Recommendation:**

The Finance, Organization and Personnel Committee recommends that the City of Keene standardize on Executone telephone equipment.

**Background:**

When the bid specifications were developed for the City Hall phone system, long-term telephone system requirements were identified. These requirements illustrated a model very similar to that of the computer network, whereby all remote equipment would use the fiber-optic cable to connect to one central phone system within City Hall. When the bids responses were reviewed, Executone phone equipment was selected. Executone was selected for several reasons. Executone was the lowest responsive bidder, they were judged to best meet the future requirements of the City, and they were judged to have the best overall voice mail solution. There has been a proven track record with the Executone equipment in City Hall for more than a year, and the system has met or exceeded all of the defined requirements.

It is now time to begin the installation of telephone equipment in other departments and to put in place the outlying phone equipment that will connect to the Executone system in City Hall. In order to begin this process, the IMS Department is recommending that Executone equipment be identified as the City's standard telephone equipment. The benefits of having standard phone equipment, common hand sets, and a standard training program for all city users provide economies of scale that maximize the investment in this technology. Standard equipment can be serviced by a single vendor, and users from one City department are able to cross train and provide coverage to other departments.