

# Admin Phone Upgrade Proposal

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TO: Board of Directors  
Mike Fletcher, Executive Director  
FROM: Nathan Hughes, Technical Manager  
SUBJECT: Admin Phone Upgrade Proposal

## Background

The administration's current phone system, a ShoreTel system over 10 years old, has increasingly shown signs of aging. The servers frequently encounter errors, leading to crashes that can cause significant parts of the system to be offline for hours during restarts. Additionally, critical components such as the call boxes at the gate and front door are malfunctioning, failing to operate as intended. Given these issues, it is clear that the phone system is long overdue for an upgrade.

## Proposal

Columbia 911 proposes an upgrade to the latest on-premise Mitel phone system. Since Mitel's acquisition of ShoreTel in 2017, they have established themselves as a leader in telecommunication solutions. Upgrading to Mitel will introduce several advanced features, including integration with Microsoft Teams, enhanced security measures, mobile device integration for desk phone functionality, among others. Additionally, this upgrade encompasses the replacement of the call boxes at both the gate and front door, further streamlining our communication capabilities.

## Recommendation

Columbia 911 conducted a comprehensive bidding process, reaching out to six companies for proposals to replace our phone system and call boxes. We received bids from Pacific Office Automation and Firstline, while Lumen, Pavelcomm, and Matrix Networks did not submit bids. InflowCX declined to bid, citing the project's scale as the reason.

During the evaluation process, Firstline's proposal was completed following a Zoom meeting, where they chose not to visit our site for a direct assessment, relying instead on a screenshare to view our server setup. This method presented challenges in fully understanding the integration requirements between our call boxes, the server, and the Vesta system, which is intricate and difficult to assess remotely.

After careful consideration, we recommend awarding the project to Pacific Office Automation. Although their bid was not the lowest, our decision is based on the strength of our existing relationship with them, particularly in printer maintenance. Their team has demonstrated exceptional support and responsiveness, effectively addressing all queries. Moreover, their technicians have conducted onsite evaluations, gaining a thorough understanding of our operations and how we interact with systems like the Vesta phone system. Therefore, we believe that Pacific Office Automation is the best choice for this project, ensuring a seamless upgrade and integration with our current systems.

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## Bids

1. Pacific Office Automation – \$35,207.27 + \$180.53 per month
2. Firstline – \$25,609.75
3. Pavelcomm – No bid
4. Lumen – No bid
5. Matrix Networks – No bid
6. InflowCX – Declined due to size of project

## Summary Information

**Pacific Office Automation  
14747 NW Greenbrier Pkwy  
Beaverton, OR 97006**

**Bid/Quote: \$35,207.27 + \$180.53 per month**

**Request Authorization NOT TO EXCEED \$38,728 (10% contingency included) + \$180.53 per month**