

**CITY OF WARD
RESOLUTION No. R-2023-21**

**A RESOLUTION AUTHORIZING THE MAYOR AND/OR CITY CLERK TO ENTER INTO A
CONTRACT TELECOMP HOLDING, INC FOR A NEW VOICE OVER INTERNET
PROTOCOL (VOIP) PHONE SYSTEM FOR CITY HALL COMPLEX**

WHEREAS, technology is ever-evolving and land-based telephone are no exception; and,

WHEREAS, the current phone system was purchased and installed in 2021 when it was unknown as to when fiber optics would be available in the city; and,

WHEREAS, because of increased federal and state funding to expand broadband capabilities in the state, fiber optics is now available and functional in City Hall. As such, Voice over Internet Protocol (VoIP) is now available; and,

WHEREAS, as various physical phone lines provided by either AT&T or Brightspeed will no longer be needed, the city will save approximately \$2,000 per month over the existing telephone system.

WHEREAS, per City of Ward Ordinance 2022-02, two written quotes were obtained.

NOW, THEREFORE, IT IS RESOLVED THAT THE CITY COUNCIL OF THE CITY OF WARD THAT: The Mayor and/or City Clerk is hereby authorized to enter into a 60-month contract with Telecomp Holdings, Inc to provide a new telephone system for the City Hall Complex as per the attached quote.

SAID RESOLUTION WAS ADOPTED ON 8-21-23.

YEAS: 5 NAYS: 1

APPROVED:

ATTEST:



Charles Gastineau, Mayor



Krystal Rummel, City Clerk

Telecomp Holdings, Inc.

(888) 831-9400
Rogers, AR 72758



We have prepared a quote for you

City of Ward - TeleCloud Hosted Phone System

QUOTE # 011961 V3





PREPARED FOR

City of Ward

PREPARED BY

Sharon Burns

TeleCloud MRC - Cisco Phones (60 Month)

Description		Recurring	Qty	Ext. Recurring
E911 Per Location Fee <ul style="list-style-type: none"> Enhanced 911 (or E911) service is a service in North America that enables a telephone (or another device) used to dial 911 to automatically transmit the caller's address or geographic position to emergency responders 		\$10.00	1	\$10.00
Virtual Fax w/Analog Handoff <ul style="list-style-type: none"> ATA has one time cost for device (must be included) Converts virtual fax to analog hand-off for traditional fax machines 		\$54.99	2	\$109.98
TeleCloud Essentials Seat Includes: <ul style="list-style-type: none"> Extension with Voicemail (including voicemail to email) Desktop Client (Internal Messaging) Mobility Client (Mobile App) 		\$26.99	27	\$728.73
Cisco 8841 <ul style="list-style-type: none"> 5-in. high-resolution (800 x 480) widescreen VGA backlit color display Support for up to 5 DN lines, 5 programmable line keys and 4 soft keys Fixed feature keys include keypad, media, conferencing, transfer, hold, apps, directories and voice messaging Support for wideband audio and Full-duplex speakerphone 2-port Gigabit Ethernet switch supports a co-located PC Integrated headset jack, Dual position foot stand and wall mountable 		\$3.99	27	\$107.73
Recurring Subtotal:				\$956.44

TeleCloud Installation Services

Description	Price	Qty	Ext. Price
Virtual Fax w/Analog Handoff	\$125.00	2	\$250.00
TeleCloud Essentials Seat	\$50.00	27	\$1,350.00
Subtotal:			\$1,600.00

TeleCloud Terms & Conditions (EDU/GOV)

All phones will be at one location in the same building.

For this quote First and Last is being waived only portion due upfront is Setup Fee. First month invoice will be sent out after installation.

Quote Terms

- Quote is valid for 30 days

Contract Terms

- The contract term is 5 years, but renews every year. The Service Agreement shall automatically renew for subsequent one-year terms beginning on the day immediately following the end of the Initial Term or a Renewal Term unless either party gives the other sixty (60) days' prior written notice of its intent not to renew this Agreement.

Pricing Disclaimer

- All prices in proposal exclude taxes, carrier fees & surcharges
- Once system is configured, the customer is responsible for all move, add's or changes (MAC's)
- If TeleComp is needed for MAC requests a billable service ticket will be created and billed at the current TeleComp rate

Network Readiness

- The customer's existing network must be configured to ensure quality phone service. Failure to follow TeleComp firewall best practices, enabling VLANs, or any other network requirement, may result in poor service quality.
- The customer currently does not have PoE switching. IT vendor will be recommending and providing PoE switches (required for VoIP)
- TeleComp can provide a full MSP offering, including managed firewalls and switches if you have concerns about your network stability.

Installation Consideration

- Installation and Configuration labor will be performed during normal business hours and will be coordinated with the Project Manager assigned to the project.

This proposal contains confidential and proprietary information.



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telecomp.com

City of Ward - TeleCloud Hosted Phone System

Prepared by:

Telecomp Holdings, Inc.
Sharon Burns
918-844-0219
sharon.burns@telecomp.com

Prepared for:

City of Ward
405 Hickory St
Ward, AR 72176-9344
Courtney Rubble
(501) 259-1265
hr-finance@cityofward.com

Quote Information:

Quote #: 011961
Version: 3
Delivery Date: 08/23/2023
Expiration Date: 08/31/2023

Quote Summary

Description	Amount
TeleCloud Installation Services	\$1,600.00
Total:	\$1,600.00

Recurring Expenses Summary

Description	Amount
TeleCloud MRC - Cisco Phones (60 Month)	\$956.44
Recurring Total:	\$956.44

When a credit card is used for payment, a 3% credit card convenience fee will be assessed. Pricing is subject to availability. Product warranties are provided through the manufacturer. Installation labor will be billed against any available maintenance agreement or by the hour unless stated otherwise. Minimum 20% restocking fee will be assessed with original packaging within 10 Days of product delivery. We reserve the right to cancel orders arising from pricing or other errors. The information provided is a proposal and is subject to credit approval. The proposal provides an approximate monthly payment for hardware, software and services based upon the contract type and term in months. Taxes, fees, and insurance are not included in the financing figures. Any change in the amount financed will change monthly payment amounts. The provisions in our Master Service Agreement (MSA) found online at www.telecomp.com/legal shall apply to the terms of this Agreement, unless otherwise expressly rejected, in writing, or in a Statement of Work (SOW). NOTE: By signing below, you agree to the terms and conditions of our Master Services Agreement as outlined at the URL shown above.



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Telecomp Holdings, Inc

City of Ward

Signature: Sharon E. Burns
Name: Sharon Burns
Title: Sr. Inside Sales
Date: 08/23/2023

Signature: Courtney Rubble
Name: Courtney Rubble
Initials: CKG
Date: 8/23/2023 3:17:46 PM
IP Address: 64.127.136.245
Email Address: mayor@cityofward.com
PO Number: Resolution 2023-21