

**VILLAGE OF WINDSOR
VILLAGE BOARD RESOLUTION 2020-80**

**AUTHORIZATION TO TERMINATE AGREEMENT WITH DIRECT NETWORK AND
APPROVAL OF BUSINESS COMMUNICATION SOLUTION WITH JBC BUSINESS
TECHNOLOGIES**

WHEREAS, the Village of Windsor has an annual contract with Direct Network for the Village phone system; and

WHEREAS, the contract expires on October 27, 2020 and can be terminated with at least 30-day notice prior to the end of the contract; and

WHEREAS, to provide additional services, as described in Exhibit A, Village staff is recommending the termination of the Direct Network agreement and to contract through JBC Business Technologies using the Cytracom system; and

WHEREAS, the Cytracom systems will provide enhanced features needed in today's COVID-10 environment, such as remote phone access and automatic phone switchover; and

WHEREAS, the phones are included in the monthly costs, but there are non-recurring charges to implement the system and those will be purchased with Reserve/Replacement Funds; and

WHEREAS, staff will apply for reimbursement for the non-recurring charges with the Routes to Recovery Grant and any funds received will be deposited in the Reserve/Replacement Fund.

NOW THEREFORE, BE IT RESOLVED, by the Village Board of the Village of Windsor that it hereby authorizes the termination of the Direct Network agreement and to contract through JBC Business Technologies using the Cytracom system. The Village President, Village Attorney and Staff are authorized to execute a contract and all associated documents, as approved by the Village Attorney, on behalf of the Village.

BE IT FURTHER RESOLVED, by the Village Board, the Routes to Recover Grant funds received for the non-recurring charges will be deposited into the Reserve/ Replacement Fund.

The above and foregoing resolution was duly adopted at a regular meeting of the Village Board of the Village of Windsor, Dane County, Wisconsin, on the 17th day of September, 2020 by a vote of 5 in favor and 0 opposed.

SIGNATURES APPEAR ON THE NEXT PAGE

VILLAGE OF WINDSOR


Robert E. Wipperfurth, President

Attested by:

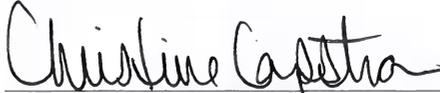

Christine Capstran, Clerk

Exhibit A: Staff Memorandum & Quote

Memorandum



To: Windsor Village Board

From: Tina Butteris, Administrator

Date: September 17, 2020

Re: Phone System

The Village of Windsor Hosted VOIP phone system with Direct Network has been in place since October 2017 and charges the Village for the phone service along with any service issues. As the annual contract is up for renewal Village staff has been in discussion with the Village IT provider, JB Business Technologies (JBBT), to discuss options for our phone system.

JBBT recommended switching to a Cytracom system. Several staff had a virtual meeting to discuss and observe some of the features and functions of the phone system which include:

1. Cytracom Mobile which allows you to take our business on the go with an iOS or Android Mobile app. We can use our mobile phone to make and receive calls or send text messages easily from our business number. Customers can reach us wherever we work.
2. Cytracom D2 phone can be taken anywhere we have a connection and start making calls. We can also work remotely with the D2 phone using WiFi.
3. Cytracom Desktop allows us to call, text, fax and control our communications from one app, accessed in our browser via a desktop or laptop.
4. By having a total of 20 lines our price drops and we have these added features:
 - a. Voicemail Transcription
 - b. Unlimited Conferencing
 - c. Spare Phones
5. The phones are replaced free of charge every 36 months.
6. We can add on or remove lines at any point with no problem.
7. Everyone gets their own number and extension.
8. One-time fees are for conference phones and setup.
9. JBBT does not charge the Village to help with the phones, it is part of their managed services that we have in place.

The cost is comparative and there are many added benefits with using the Cytracom system. As a result, staff is recommending the termination of the agreement with Direct Network and using the Cytracom system through JBBT.

HvoIP Comparison

9/17/2020

DIRECT NETWORKS RECURRING CHARGES

VILLAGE	Quantity	Price	Total
HvoIP	11	\$ 19.95	\$ 219.45
Direct Inward Dial	2	\$ 1.50	\$ 3.00
Auto Attendant	1	\$ 20.00	\$ 20.00
Call Routing	1	\$ 10.00	\$ 10.00
Router/Firewall	1	\$ 49.00	\$ 49.00
CISCO Switch	1	\$ 59.00	\$ 59.00
VILLAGE			\$ 360.45

CYTRACOM RECURRING CHARGES

VILLAGE	Quantity	Price	Total
C2 User	13	\$ 32.95	\$ 428.35
Local Digit	0	\$ -	\$ -
Volume Discount	13	\$ (7.00)	\$ (91.00)
Non Profit Discount	13	\$ (3.89)	\$ (50.57)
Tax (Offset w/Non Profit Discount)			\$ 60.29
VILLAGE			\$ 347.07

CYTRACOM NON-RECURRING CHARGES (Transition Costs)

VILLAGE	Quantity	Price	Total
C2 Evolve	12	\$ -	\$ -
Polycm Soundstation	1	\$ 360.00	\$ 360.00
Shipping - Interstate/Texas	13	\$ 7.00	\$ 91.00
VILLAGE			\$ 451.00

UTILITY	Quantity	Price	Total
HvoIP	3	\$ 19.95	\$ 59.85
Direct Inward Dial	1	\$ 1.50	\$ 1.50
Auto Attendant	1	\$ 20.00	\$ 20.00
Call Routing	0	\$ 10.00	\$ -
Router/Firewall	1	\$ 49.00	\$ 49.00
CISCO Switch	1	\$ 19.00	\$ 19.00
UTILITY			\$ 149.35

POLICE DEPARTMENT	Quantity	Price	Total
C2 User	2	\$ 32.95	\$ 65.90
Local Digit	0	\$ -	\$ -
Volume Discount	2	\$ (7.00)	\$ (14.00)
Non Profit Discount	2	\$ (3.89)	\$ (7.78)
Tax (Offset w/Non Profit Discount)			\$ 9.58
UTILITY			\$ 53.70

Conference Service	10	\$ 3.00	\$ 30.00
TOTAL			\$ 539.80

PUBLIC WORKS/UTILITY	Quantity	Price	Total
C2 Evolve	6	\$ 32.92	\$ 197.52
Local Digit	0	\$ -	\$ -
Volume Discount	6	\$ (7.00)	\$ (42.00)
Non Profit Discount	6	\$ (3.89)	\$ (23.34)
Tax (Offset w/Non Profit Discount)			\$ -
PUBLIC WORKS			\$ 132.18

POLICE DEPARTMENT	Quantity	Price	Total
C2 Evolve	1	\$ -	\$ -
Polycm Soundstation	1	\$ 360.00	\$ 360.00
Shipping - Interstate/Texas	2	\$ 7.00	\$ 14.00
PUBLIC WORKS/UTILITY			\$ 374.00

PUBLIC WORKS/UTILITY	Quantity	Price	Total
C2 Evolve	5	\$ -	\$ -
Polycm Soundstation	1	\$ 360.00	\$ 360.00
Shipping - Interstate/Texas	6	\$ 7.00	\$ 42.00
PUBLIC WORKS			\$ 402.00

TOTAL \$ 532.95 Total Cytracom Recurring Charges with 7 additional phones and many additional features providing easier accessibility for remote work and internet outage.

TOTAL \$ 1,227.00

Cytracom, LLC

450 Century Parkway, Suite 100
 Allen, TX 75013
 Phone: (877) 411-2987
 URL: www.cytracom.com
 Email: sales@cytracom.com

Customer Information
Village of Windsor Tina Butteris 4084 Muller Road, DeForest, WI 53532 tina@windsorwi.gov

Proposal Information
Proposal Number: 74732-04
Date: 09/14/2020
Quote Valid Until: 10/14/2020
Contract Term: 1

Village Office - 4084 Muller Road, DeForest, WI 53532

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
13	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$32.95	\$428.35
10	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$0.00	\$0.00
13	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$-7.00	\$-91.00
13	CREDIT-02	Non-profit Discount Discount for IRS designated Non-profit organizations	\$-3.89	\$-50.57
			Sub Total	\$286.78
			Tax Total	\$60.29
			Total	\$347.07

Non-recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
12	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$0.00	\$0.00
1	OT563	Polycom Soundstation IP 6000 Polycom Soundstation IP 6000- No Power Supply	\$360.00	\$360.00
13	OT522	Shipping- Interstate Shipping out of Texas	\$7.00	\$91.00
			Sub Total	\$451.00
			Tax Total	\$0.00
			Total	\$451.00

Monthly Recurring Summary (this location)	
Subtotal	\$286.78
State	\$8.95
Federal	\$13.64
Cost Recovery	\$37.70
Tax¹	\$60.29
Total	\$347.07

Due At Signing (this location)	
Monthly Recurring Charges	\$286.78
Monthly Recurring Taxes ¹	\$60.29
Non-recurring Charges	\$451.00
Non-recurring Taxes	\$0.00
Total	\$798.07

Utilities Building - 6716 Park Street, Windsor, WI 53598

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
1	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$32.95	\$32.95
1	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$0.00	\$0.00
1	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	-\$7.00	-\$7.00
1	CREDIT-02	Non-profit Discount Discount for IRS designated Non-profit organizations	-\$3.89	-\$3.89
			Sub Total	\$22.06
			Tax Total	\$4.79
			Total	\$26.85

Non-recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
1	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$0.00	\$0.00
1	OT522	Shipping- Interstate Shipping out of Texas	\$7.00	\$7.00
			Sub Total	\$7.00
			Tax Total	\$0.00
			Total	\$7.00

Monthly Recurring Summary (this location)	
Subtotal	\$22.06
State	\$0.84
Federal	\$1.05
Cost Recovery	\$2.90
Tax¹	\$4.79
Total	\$26.85

Due At Signing (this location)	
Monthly Recurring Charges	\$22.06
Monthly Recurring Taxes ¹	\$4.79
Non-recurring Charges	\$7.00
Non-recurring Taxes	\$0.00
Total	\$33.85

Public Works - 4160 County Highway V., DeForest, WI 53532

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
6	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$32.95	\$197.70
6	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$0.00	\$0.00
6	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$-7.00	\$-42.00
6	CREDIT-02	Non-profit Discount Discount for IRS designated Non-profit organizations	\$-3.89	\$-23.34
			Sub Total	\$132.36
			Tax Total	\$28.76
			Total	\$161.12

Non-recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
5	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$0.00	\$0.00
1	OT563	Polycom Soundstation IP 6000 Polycom Soundstation IP 6000- No Power Supply	\$360.00	\$360.00
6	OT522	Shipping- Interstate Shipping out of Texas	\$7.00	\$42.00
			Sub Total	\$402.00
			Tax Total	\$0.00
			Total	\$402.00

Monthly Recurring Summary (this location)	
Subtotal	\$132.36
State	\$5.07
Federal	\$6.30
Cost Recovery	\$17.40
Tax¹	\$28.76
Total	\$161.12

Due At Signing (this location)	
Monthly Recurring Charges	\$132.36
Monthly Recurring Taxes ¹	\$28.76
Non-recurring Charges	\$402.00
Non-recurring Taxes	\$0.00
Total	\$563.12

¹The amount shown here is an estimated monthly tax total for all federal, state and local jurisdictions as applicable to your services. Applicable taxes and tax amounts are subject to change.

Notes	

Monthly Recurring Summary	
Subtotal	\$441.20
State	\$14.86
Federal	\$20.99
Cost Recovery	\$58.00
Tax¹	\$93.84
Total	\$535.04

Due At Signing	
Monthly Recurring Charges	\$441.20
Monthly Recurring Taxes ¹	93.84
Non Recurring Charges	\$860.00
Non-recurring Taxes	\$0.00
Total	\$1,395.04

To accept and add payment details, visit: <https://signup.cytracom.net/5f5f9ab78b2c4>

¹The amount shown here is an estimated monthly tax total for all federal, state and local jurisdictions as applicable to your services. Applicable taxes and tax amounts are subject to change.