

Date: February 2, 2022
To: Wheaton Park District Board of Directors
From: Advanced Intelligence Engineering (AIE)
Subject: Recommendation Memo: Phone Service Provider

Recommendation

Upon examination of phone service offerings from multiple vendors, we have elected to recommend the services of Inteliquent to provide phone service for the Wheaton Park District. Inteliquent is the existing phone service provider, and will continue to provide phone service for 150 users of the Park District, for a cost of \$1,886 (before applicable taxes & fees) per month over a 36-month contract period. This will be an approximate 15% monthly service savings over the existing agreement. We are recommending this service to the Park District because it is more cost-effective than options available from other competitors. Further, it uses the existing telephone hardware that is owned by the District, thus reducing the interruption of implementation and the learning curve for users. The new contract will commence on 5/1/2022, bringing service to the following 11 locations:

- Community Center
- Arrowhead Golf Club
- Dupage County Historical Museum
- Clocktower Commons
- Mary Lubko Center
- Park Services Center
- Cosley Zoo
- Prairie Office Building
- Northside Family Aquatic Center
- Rice Pool
- Lincoln Marsh

Background

Inteliquent's existing contract expires on April 30th, 2022. Pursuant of Park District requirements, we have evaluated other vendors to locate the best combination of cost and features to satisfy the Park District's needs. The Wheaton Park District's phone system is of vital importance to the achievement of the District's mission, as this is one of the primary means by which Park District patrons contact the District's facilities. It is also a critical avenue of communication between the internal departments of the Park District, as they are spread across multiple facilities throughout the Wheaton area. Thus, we exercised care in considering the options and selecting the provider who will serve the Park District for the next few years.

Basis for Recommendation

In selecting Inteliquent for recommendation as the Park District's phone vendor, we considered several items:

- 1) Minimal interruption to the Park District's operations
- 2) Sufficient features to satisfy the Park District's needs
- 3) Competitive pricing
- 4) Future proofing technology
- 5) Contract flexibility

The services provided by Inteliquent are fully compatible with the Park District's existing phone hardware, which will minimize the learning curve for the users because they will not need to learn how to use new equipment. The Park District's requirements for the phone system are straightforward, and as such, Inteliquent's services satisfy the needs entirely and provide additional features available for Park District personnel to use if desired. Inteliquent offers a Microsoft Team's integration for an additional price per seat, which—while not necessary for today—is an option that could be of benefit in the future. Finally, the monthly cost of service from Inteliquent is approximately the same amount as the existing monthly cost, meaning that service can continue without additional monetary outlay from the Park District. Inteliquent also includes a provision in the contract to allow for 25% reduction of service without penalty, which provides flexibility in the event of unforeseen circumstances.

Alternative Competitor Pricing and Services

Services proposed by Nextiva and 8x8 were also considered during this process, but they failed to meet the above criteria in full as each would require interruption to the Park District's operations while the service is deployed, and both represented an increase in monthly cost for services that the Park District will not use extensively. Pricing for these two alternative services included:

- 1) 8X8: \$1,944 per month (using existing phones)
- 2) Nextiva: \$2,232.50 per month (included new phones, though not needed as existing phones are sufficient)

Because of these deficiencies, these two bids were dropped from consideration.

Assumptions for Recommendation:

The following assumptions were used in making this recommendation:

- 1) Current monthly cost for phone service is at an acceptable level under existing plan
- 2) No additional Park District locations need to be added for phone service

The risk in proceeding with the existing service provider is minimal to none since no downtime is required, service from Inteliquent has proven to be sufficient, and pricing will remain approximately the same (slightly less) as it has been during the previous 36-month contract.

Next Steps

To proceed with this recommendation, the contract must be signed and returned to Inteliquent before March 31st. (This is to provide ample time to redact the "Notice to Terminate Services" and ensure a continuation of services without disruption moving forward.) After this, AIE will work with Inteliquent's account management team to confirm continuation of service and will communicate with Park District personnel to complete any tasks needed for implementation.