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# The Regional Municipality of Durham Report

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To: Finance and Administration Committee  
From: Commissioner of Corporate Services  
Report: #2024-A-11  
Date: June 11, 2024

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**Subject:**

Extension of Managed Services and Maintenance Contracts for Voice Equipment

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**Recommendation:**

That the Finance and Administration Committee recommends to Regional Council:

- A) That the Managed Services and Maintenance Contracts with Telus Communications Company (Telus) be extended for 24 months, commencing August 2024 to August 2026 at a total estimated cost of \$1,400,000 to ensure consistent support during the evaluation of the Region's current and future telecommunications infrastructure; and
  - B) That the Commissioner of Finance be authorized to execute the necessary contracts and any ancillary documents.
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**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to recommend an extension to the existing Managed Services and Maintenance Contracts with Telus for an additional 24 months.

## 2. Background

- 2.1 The Region currently has installed a Voice over Internet Protocol (VoIP) telephone system that is connected across 35 Regional VoIP sites. These sites include Regional Headquarters, all Long Term Care sites, Social Services offices, Works and Transit Depots, the Traffic control centre, Health Clinics, Water Supply and Water Pollution Control Plants, and Paramedic Headquarters. Regional Council has approved the standardization of the VoIP telephone systems on Cisco equipment and software. Telus currently provides maintenance on all the voice equipment at these sites and provides Managed Services for the VoIP software, servers, and telephone sets. Managed Services includes an on-site technician, software upgrades, moves, additions and changes, 24-hour monitoring and escalating help desk support on voice services. Telus Managed Services also provides the professional services to configure, program, install, train, and maintain the systems being added. This approach has ensured the systems are configured and programmed consistently to facilitate reliable communication between the systems.
- 2.2 Telus has been responsive to the Region's requirements and historically has demonstrated their ability to resolve issues, expand VoIP systems into new locations, and upgrade the software on the VoIP systems as part of the current Managed Services agreement.
- 2.3 The Corporate Services – Information Technology (CS-IT) division is currently evaluating the future telecommunications roadmap for the Region of Durham. With the hybrid work model and the increased level of communication and collaboration platforms being used, such as Microsoft Teams, modern workforces are relying less on traditional telephone systems for voice communications. CS-IT is currently undergoing an evaluation of the Region's voice environment to determine the best communications solution for its current and future needs. A 24-month extension to the Telus Contracts will allow for continued uninterrupted support of the existing VoIP environment while CS-IT evaluates communications technologies and prepares a recommendation for a long-term solution for voice technology.

## 3. Previous Reports and Decisions

- 3.1 In 2014, Council approved report [#2014-F-29](#), allowing the Region to negotiate and enter into a one-year extension on its existing managed services and maintenance contract with Telus. This extension allowed the Region time to develop a Request for Proposal (RFP-137-2016) for long-term maintenance and managed services of the Cisco VoIP equipment while ensuring uninterrupted support of the Cisco VoIP environment.
- 3.2 In 2016, Council approved report [#2016-F-42](#), to award the Maintenance and Managed Services for the Region of Durham's Cisco VoIP Telephone Systems to Telus. This contract was awarded as a result of RFP-137-2016 allowing the Region to enter into an agreement with Telus for 5 years, plus two optional years.

#### **4. Financial Implications**

- 4.1 The unit cost pricing on the contract extension will not change from the existing agreement.
- 4.2 The financing of the maintenance and managed services at an annual cost of approximately \$684,000 will be funded from the approved annual operating budgets of various departments.

#### **5. Relationship to Strategic Plan**

- 5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
  - a. Goal 5: Service Excellence. Objective: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.
    - 5.1 Optimize resources and partnerships to deliver exceptional quality services and value
    - 5.3 Demonstrate commitment to continuous quality improvement and communicating results
    - 5.4 Drive organizational success through innovation, a skilled workforce, and modernized services

## **6. Conclusion**

- 6.1 An extension of the existing Telus service Contracts for maintenance on data and voice equipment and Managed Services on VoIP systems for a 24-month period will ensure ongoing support and maintenance of the Region's VoIP telephony infrastructure. Should Corporate Services – Information Technology determine that maintaining the existing VoIP environment is the best telephony solution, a Request for Proposal will be issued for a new Managed Services and Maintenance Contract on the Regionally owned and standardized Cisco hardware and software.

Respectfully submitted,

Original signed by

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B.Comm, CPM, CMMIII  
Commissioner of Corporate Services

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer