

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to approve an Intergovernmental Agreement (IGA) with **Lane Council of Governments (LCOG)** to provide access to **G12 Communications (G12) Broadband Phone Services**.

Board Meeting Date: July 9, 2024
Project Name/Contract #: G12 Broadband Phone Services (through LCOG), 24-141-IGA
Manager: Daniele McCallum Ext. 7891
Executive Officer: Travis Knabe Ext. 7770

Contract Amount:

Original Contract Amount: \$480,000
Additional \$ Previously Approved: \$0
Spend over last approval: \$0
Amount this Request: \$480,000
% Increase over last approval: NA
Resulting Cumulative Total: **\$480,000 (over 5 years)**

Contracting Method:

Method of Solicitation: Direct Negotiation
If applicable, basis for exemption: EWEB Rule 6-0190, Intergovernmental Agreements
Term of Agreement: Initial term is 3 years
Option to Renew? Yes, annually up to 5 years total
Approval for purchases "as needed": Yes No
Proposals/Bids Received (Range): NA
Selection Basis: Lowest Responsive and Responsible Bidder
Narrative:

Operational Requirement and Alignment with Strategic Plan

EWEB requires the use of telephone services to support the following needs:

- Safety and Critical Communications
- Customer Service and Community Relations
- Internal Communications

Phone technologies are still a core part of EWEB functions and operations. EWEB supports many locations across Lane County and the greater Pacific Northwest, and we use telephone services to maintain vital safety and operational awareness at all EWEB sites and facilities. These communication links are vital to the reliable and safe operation of our water and electric systems. Telephone technologies also continue to provide a key link for the public to communicate with our customer service and community relations teams.

EWEB’s current Genesys on-premise system will reach end of support in July 2025, and additional licenses to use EWEB’s current system are no longer available to purchase. Therefore, EWEB has decided to migrate to the Genesys cloud-based phone system and call routing platform to modernize call center functionality this summer, ahead of the EES Project to reduce impacts on the customer service team during EES go-live. As part of this migration, EWEB requires internet-based telephone switching services that integrate with cloud and on-premise telephony solutions, including Genesys Cloud, on-prem PBX services, and Microsoft Teams. Use of these services align with Organization Goal #1, Ongoing Operational Efficiency & Effectiveness.

Contracted Goods or Services

If approved, LCOG will provide EWEB access to G12’s Broadband Phone Services under the pricing terms specified in LCOG’s contract with G12. The G12 services replace similar services currently being provided by CenturyLink at no additional cost. LCOG conducted a competitive bidding process in 2018 and was able to leverage the economies of scale between four (4) member agencies to secure best pricing. G12 was the lowest bidder. LCOG entered into a contract with G12 intended to provide lower rates to LCOG members as a result of the purchasing volume.

LCOG, through G12, will provide redundant internet-based telephone switching functionality that integrates seamlessly with cloud and on-premise telephony solutions in use at EWEB, including Genesys Cloud, on-prem PBX services, and Microsoft Teams. These services will also enable EWEB to configure and troubleshoot seamless integrations between our selected telephony and communications platforms.

Purchasing Process

Directly negotiated Intergovernmental Agreement

Prior Contract Activities

EWEB Contract	Project Name (Description)	Board Approved	Project Duration (Start to Close)	Original Amount	Approved/Amended Amount to Date (Total)
23-183	Eagleview Orthoimagery Data Collection	NA	8-31-23 to 12-31-25	\$46,236	\$46,236
23-166	Property Management GIS Support	NA	9-12-23 to 9-11-28	\$149,000	\$149,000
21-009	Drinking Water Source Protection Technical Assistance	12-7-21	1-1-21 to 12-31-25	\$600,000	\$645,000

ACTION REQUESTED:

Management requests the Board approve an Intergovernmental Agreement (IGA) with Lane Council of Governments (LCOG) to provide access to G12 Communications Broadband Phone Services. Approximately \$150,000 was planned for these services in the 2024 IS Division O&M budget of \$5.8 million. Variances will be managed within the budget process and Board policy.