



Budget Amendment Form

Department	General Government/ IT	Date	4/2/2024
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Fund(s) to be changed: General Fund

GL Account	GL Line Item	Project:	Transfer to:	Transfer from:
001.16.516.6410	Office & Operational Equipment	IT24-02	\$ 18,235.50	
001.19.519.9000	Contingency			\$ 10,000.00
001.16.516.6410	Office & Operational Equipment	PD24-01		\$ 5,600.00
001.16.516.5230	Operating Supplies/Equipment			\$ 2,635.50
TOTAL (Columns must be equal)			\$ 18,235.50	\$ 18,235.50

Description:

Transfer \$10,000 from General Government Departmental expense, \$5,600 from Office & Operational Equipment (project PD24-01) and \$2,635.50 from Operating Supplies/Equipment in the IT Services Department for a total of \$18,235.50. This Transfer is to the IT Services Departmental budget - Capital Project IT24-02, Office & Operational Equipment, for a new Village Telephone system.



NORTH BAY VILLAGE
EST. 1945

North Bay Village Recommendation Memorandum

ITEM NO. 11.B

DATE: April 9, 2024

TO: Honorable Mayor, Vice Mayor and Members of the Village Commission

FROM: Johnny Saave,

SPONSORED BY: Johnny Saavedra, IT Director

SUBJECT: A Resolution Approving the Purchase of a New Phone System in the amount of \$18,235.50 from DIGeTEL.net, Inc. - *Village Manager Ralph Rosado, PhD., AICP (Johnny Saavedra, IT Director)*

RECOMMENDATION

A RESOLUTION OF THE MAYOR AND COMMISSION OF NORTH BAY VILLAGE, FLORIDA, APPROVING THE PURCHASE OF A NEW PHONE SYSTEM FROM DIGETEL.NET, INC. IN AN AMOUNT NOT TO EXCEED \$18,235.50; WAIVING COMPETITIVE BIDDING; PROVIDING FOR AUTHORIZATION; AMENDING THE BUDGET FOR FISCAL YEAR 2023-2024; AND PROVIDING FOR AN EFFECTIVE DATE.

BACKGROUND AND ANALYSIS

The Village is currently utilizing a 22-year-old phone system that is experiencing performance degradation, displaying signs of wear and inefficiency. In addition to these challenges, sourcing parts for the system has become problematic. Below are some of the current challenges and reasons why it is imperative to replace the current phone system:

Here are some compelling reasons why we need to seriously consider replacing it:

1. **Costs:** Our legacy phone system is becoming increasingly expensive to maintain. The initial investment in clunky hardware, ongoing maintenance, and hidden fees for technical support all add up.
2. **Maintenance Challenges:** Keeping our current system operational requires significant time and effort. Updates, repairs, and troubleshooting consume valuable resources that could be better utilized elsewhere. As parts become obsolete, finding replacements becomes a headache.

3. Flexibility: The pandemic highlighted the importance of adaptable infrastructure. Our inflexible legacy system lacks the agility needed to respond to changing business needs. We must embrace modern technologies to stay competitive.
4. Efficiency: Modern phone systems offer features that enhance efficiency. Whether it's seamless call routing, integration with other tools, or improved scalability, upgrading will streamline our communication processes.
5. Security: Legacy systems are vulnerable to security breaches. Modern systems provide better protection against cyber threats, ensuring the confidentiality of our communications.
6. Operational Continuity: As our business grows, we need a phone system that can scale with us. The current setup won't suffice as we expand.
7. Employee Productivity: A new phone system can boost productivity. Features like voicemail-to-email, mobile integration, and video conferencing empower our team to work smarter.

Our forthcoming systems will combine an IP system, a digital system, and a hybrid approach to cater to our police department's needs. These systems will seamlessly integrate with our current IT infrastructure, recording systems, and the analog lines utilized by the police department. Furthermore, we are introducing a Unified Messaging and Voicemail solution that will encompass all village offices. We solicited quotes from three vendors, and the existing company offered a more cost-effective fixed price, rather than monthly cloud services.

It is recommended that the Village Commission approve the purchase of the new phone system from DIGeTEL.net, Inc. in the amount of \$18,235.50 to replace the current phone system. Attached please find the estimate from DIGeTEL.net, Inc.

Transfer from the General Government Departmental Budget - Contingency Expense (001.19.519.9000) \$10,000, and transfer from the IT Services Departmental Budget - Office & Operational Equipment, Capital Project PD24-01, (001.16.516.6410) \$5,600, and Operational Supplies/Equipment (001.16.516.5230) \$2,635.50, for a total of \$18,235.50. This Transfer is to the IT Services Departmental Budget, Capital Project IT24-02, Office & Operational Equipment, for a new Village Telephone System.

BUDGETARY/FINANCIAL IMPACT (Finance Dept.)

In the General Fund - Transfer to Office & Operational Equipment, IT24-02 (001.16.516.6410)\$18,235.50 and Transfer from Contingency(001.19.519.9000) \$10,000, Off & Oper Equip, PD24-01(001.16.516.6410) \$5,600, and Oper Sup/Equip(001.16.516.5230)\$2,635.50

PERSONNEL IMPACT

None

ATTACHMENTS

[Resolution Approving Purchase of Phone System - Digitel.DOCX](#)

[Exhibit A - Digitel Quote Inv__17321.pdf](#)

[Exhibit B - Budget Amendment Form-IT Telephone System.pdf](#)

[Phone System Information SV9100 NEC.pdf](#)

DIGTEL.net inc.

P.O BOX 100875
Fort Lauderdale, FL 33310

INVOICE

Date	Invoice #
3/29/2024	17321

Bill To
NORTH BAY VILLAGE 1666 KENNEDY CAUSEWAY SUITE # 300 NORTH BAY VILLAGE FL.33141

Ship To
NEC-9100

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
			3/29/2024			

Quantity	Item Code	Description	Price Each	Amount
	0005	SV.NEC 9100 DIGITAL SYSTEM PACKAGE	18,235.50	18,235.50
40	0006	SV NEC 9100 ESSENTIAL USER LIC.		0.00T
23	0007	SV NEC 9100 PRODUCTIVITY USER LIC		0.00T
1	1088	RSVP NC 9100E PRODUCTIVITY PACKAGE		0.00
1	0008	CHS2U RACK MOUNT KIT		0.00T
1	0011	GCD-8DLCA STATION CARD		0.00T
1	0012	GCD-PRITA CARD		0.00T
8	0014	SV NEC 9100 RESOURCE LIC.8		0.00T
5	0015	NEC DTK-12D (BK) TERMINALS (For Police Department)		0.00T
35	690005	Nec 12 Button Display Speaker IP Terminal (For City Hall)		0.00T
1	1099	SW ASSURANCE/ ESPP	0.00	0.00T
1	690007	NCE 16 PORT VOICE MAIL LIC.	0.00	0.00T
		***** Price Include Installation *****		
		Sales Tax	7.00%	0.00

Total \$18,235.50

Phone #	Fax #	E-mail
9545668266	954-566-8232	service@digetel.net

RESOLUTION NO. 2024-026

A RESOLUTION OF THE MAYOR AND COMMISSION OF NORTH BAY VILLAGE, FLORIDA, APPROVING THE PURCHASE OF A NEW PHONE SYSTEM FROM DIGETEL.NET, INC. IN AN AMOUNT NOT TO EXCEED \$18,235.50; WAIVING COMPETITIVE BIDDING; PROVIDING FOR AUTHORIZATION; AMENDING THE BUDGET FOR FISCAL YEAR 2023-2024; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, North Bay Village (the "Village") requires replacement of its current phone system, which is no longer cost effective to maintain or repair due to its age, technical capabilities, and condition; and

WHEREAS, the Village staff obtained three quotes for a new phone system (the "Phone System"); and

WHEREAS, Digetel.net, Inc. ("Digetel") provided the Village with a quote attached hereto as Exhibit "A" (the "Quote") for the Phone System in the amount of \$18,235.50; and

WHEREAS, Section 36.25(L) of the Village Code of Ordinances provides that the Village Commission may award a contract without sealed bidding upon a finding that the process of competitive bidding and competitive proposals is not in the best interest of the Village; and

WHEREAS, the Village Commission finds that the process of competitive bidding and proposals for the Phone System is not in the best interest of the Village, as the Village Staff has obtained three quotes and recommends that the Quote from Digetel be approved; and

WHEREAS, pursuant to the recommendation of Village staff, the Village Commission desires to approve the purchase of the Phone System from Digetel in an amount not to exceed \$18,235.50, consistent with the Quote attached hereto as Exhibit "A," and waive the competitive procurement requirements of the Village Code pursuant to Section 36.25(L) of the Village Code; and

WHEREAS, on September 28, 2023, the Village Commission adopted Resolution No. 2023-109 approving the budget for fiscal year 2023-2024 (the "Budget"); and

WHEREAS, pursuant to Section 166.241, Florida Statutes, the Village Commission may amend a budget at any time within a fiscal year; and

WHEREAS, pursuant to Section 35.21 of the Village Code of Ordinances and Florida Law, the Village Commission desires to amend the Budget consistent with the staff memorandum accompanying this resolution by authorizing the line item transfers as further provided in Exhibit "B" attached hereto and incorporated herein; and

WHEREAS, the Village Commission finds that this Resolution is in the best interest and welfare of the residents of the Village.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COMMISSION OF NORTH BAY VILLAGE, FLORIDA, AS FOLLOWS:

Section 1. Recitals. That each of the above-stated recitals are hereby adopted, confirmed, and incorporated herein.

Section 2. Approval. That the Village Commission hereby approves the purchase of the Phone System from Digitel, consistent with the Quote attached hereto as Exhibit "A", in an amount not to exceed \$18,235.50.

Section 3. Waiver. That the Village Commission hereby waives the competitive procurement requirements of the Village Code pursuant to Section 36.25(L) of the Village Code as competitive bidding for the Phone System is not in the best interest of the Village, as the Village Staff has obtained three quotes.

Section 4. Authorization. That the Village Commission authorizes the Village Manager to negotiate and execute any agreement, purchase order, or other required documentation for the purchases described in this Resolution, subject to the final approval of the Village Attorney as to form, content, and legal sufficiency.

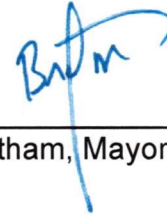
Section 5. Amending Budget. That the Village Commission hereby approves an amendment to the budget by authorizing the line item transfers as further provided in Exhibit "B" attached hereto and incorporated herein.

Section 6. Effective Date. That this Resolution shall be effective immediately upon adoption.

The foregoing Resolution was offered by Mayor Latham who moved its adoption. The motion was seconded by Commissioner Streifeld and upon being put to a vote, the vote was as follows:


Mayor Brent Latham	<u>Yes</u>
Vice Mayor Richard Chervony	<u>Yes</u>
Commissioner Goran Cuk	<u>Yes</u>
Commissioner Andy Rotondaro	<u>Yes</u>
Commissioner Rachel Streitfeld	<u>Yes</u>

PASSED AND ADOPTED on this 9th day of April, 2024.



Brent Latham, Mayor

ATTEST:



Alba L. Chang, CMC
Village Clerk



APPROVED AS TO FORM AND LEGAL SUFFICIENCY:



Weiss Serota Helfman Cole & Bierman, PL
Village Attorney

DIGETEL.net Inc.

INVOICE

P.O BOX 100875
Fort Lauderdale, FL 33310

Date	Invoice #
3/29/2024	17321

EXHIBIT "A"

Bill To
NORTH BAY VILLAGE 1666 KENNEDY CAUSEWAY SUITE # 300 NORTH BAY VILLAGE FL.33141

Ship To
NEC-9100

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1	690007	NCE 16 PORT VOICE MAIL LIC.	0.00	0.00T
		***** Price Include Installation *****		
		Sales Tax	7.00%	0.00

Phone #	Fax #	E-mail
9545668266	954-566-8232	service@digetel.net

Total	\$18,235.50
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Annabelle Rodriguez

From: Alba L. Chang, CMC
Sent: Thursday, April 11, 2024 2:22 PM
To: Johnny Saavedra; Annabelle Rodriguez
Subject: FW: [ALERT External Email] Resolution No. 2024-026 - Purchase of New Phone System
Attachments: Resolution No. 2024-026 Approving Purchase of Phone System -Digitel.pdf

Attached is the executed resolution pertaining to the purchase of the new phone system.

From: Haydee S. Sera <HSera@wsh-law.com>
Sent: Thursday, April 11, 2024 2:11 PM
To: Alba L. Chang, CMC <villageclerk@nbvillage.com>; Daniela Cimo <dcimo@wsh-law.com>
Subject: RE: [ALERT External Email] Resolution No. 2024-026 - Purchase of New Phone System

Approved. @Daniela Cimo did this item require any revisions to the Village's existing agreement with the provider? In other words, is there a service agreement that needed to be amended/reviewed? I understand we're purchasing new equipment, but want to be certain that we've addressed any agreement issues. Thanks.

HAYDEE S.

SERA

PARTNER



2800 Ponce de Leon Blvd., Suite 1200 | Coral Gables, FL 33134
P: (305) 854-0800 E: hsera@wsh-law.com [Bio | wsh-law.com](http://Bio|wsh-law.com) | [vCards](#)



THINK BEFORE YOU PRINT

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Pursuant to the Fair Debt Collection Practices Act, this communication is from a debt collector. Any information obtained will be used for the purpose of collecting a debt.

From: Alba L. Chang, CMC <villageclerk@nbvillage.com>
Sent: Thursday, April 11, 2024 2:01 PM
To: Haydee S. Sera <HSera@wsh-law.com>
Subject: Resolution No. 2024-026 - Purchase of New Phone System
Importance: High

Haydee,

Could you please review the attached Resolution approved at Tuesday's Commission Meeting? The Police Department is currently having some issues with their phones, which is essential to dispatch operations.

I will send the remaining resolutions by tomorrow morning.



Alba Chang

VILLAGE CLERK

Phone: (305) 756-7171
Mobile:
Email: villageclerk@nbvillage.com
Website: northbayvillage-fl.gov
Address: 1666 Kennedy Causeway Suite 300
North Bay Village, FL.33141



PLEASE NOTE: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Orchestrating a brighter world

NEC

UNIVERGE®

SV9100

HYBRID COMMUNICATIONS
FOR TODAY'S HYBRID WORKFORCE

DESIGNED FOR SMALL AND
MEDIUM SIZED BUSINESSES



UNIVERGE SV9100 FUTURE BUILDING ON THE PAST

As businesses increasingly transition to a hybrid work model, so must their communications systems. The traditional on-premises, hardware-based communications system does not easily and efficiently provide the flexibility and functionality required to fully support today's hybrid work model and a business's growth.

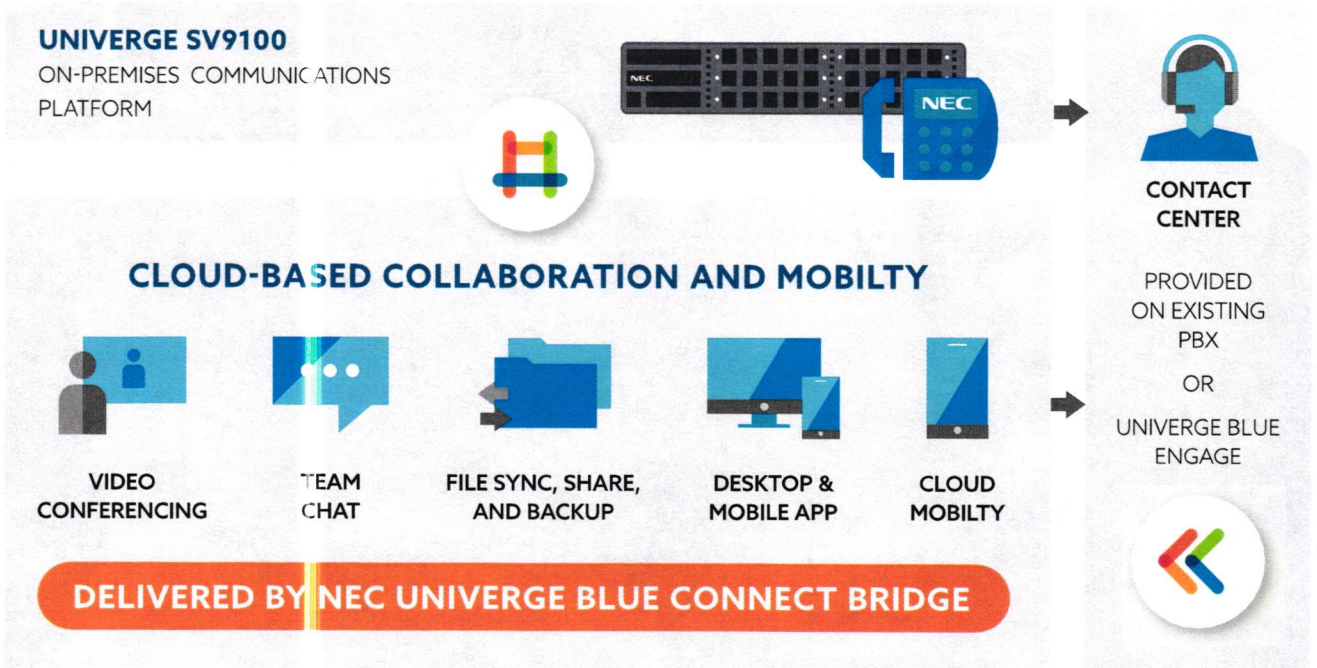
NEC's **UNIVERGE SV9100** on-premises communications platform is one of the most reliable and feature-rich systems on the market today. Now, with UNIVERGE BLUE CONNECT BRIDGE, we can extend its unified communications (UC) capabilities to the cloud to create a fully integrated hybrid solution.

Bridging the best of both worlds together in one seamless solution. Building on the past to bring you a solution to meet all your communications needs now and into the future.



YOUR BRIDGE TO THE CLOUD IS HERE

UNIVERGE SV9100 + UNIVERGE BLUE CONNECT BRIDGE DELIVERS ALL THE MISSION-CRITICAL TOOLS IN ONE FULLY INTEGRATED SOLUTION



UNIVERGE BLUE CONNECT BRIDGE BRINGING IT ALL TOGETHER



The choice of communication solutions in the marketplace is vast – however, managing multiple separate tools can waste time and drive down productivity. NEC's UNIVERGE SV9100 + UNIVERGE BLUE CONNECT BRIDGE simplifies management by reducing the number of tools needed and bringing all this together in a cost-effective solution that keeps your team – and your customers – connected.

The SV9100 provides you with 100+ enterprise-grade features, five nine's (99.999%) reliability, support for both VoIP or traditional TDM or a combination of both. It integrates seamlessly with UNIVERGE BLUE CONNECT BRIDGE which future proofs your technology by bridging it to the cloud.

SV9100 becomes cloud enabled with UNIVERGE BLUE CONNECT BRIDGE. With CONNECT BRIDGE, it extends the SV9100 with cloud-based voice via desktop and mobile apps creating a seamless all-in-one communications experience. Your team will be able to collaborate in the office, at home, or anywhere in between with integrated video conferencing, chat, and file sharing and backup.

ONE COMMUNICATIONS PLATFORM. ONE LOW MONTHLY PAYMENT. CRAZY SIMPLE!

THE RISE OF THE HYBRID WORKFORCE

A hybrid workforce is a type of blended labor force comprising employees who work remotely and those who work from an office or central location. If workers feel they are more productive in one location versus another, they can choose to work in that environment – or work in a combination of the two.

With so many employees now hybrid working, it is time to make the business changes needed to ensure your employees are satisfied and have the tools they need to get work done from any setting – in the office, hybrid, or remote.

CONNECT. COLLABORATE. COMMUNICATE... FROM WHEREVER

By pairing UNIVERGE BLUE CONNECT BRIDGE powerful communications tools with your SV9100, you can keep employees connected and engaged while taking care of your customers and moving your business forward.

CONNECT BRIDGE includes easy to use desktop and mobile clients which provide quick access to team chat, video conferencing, secure file sync/share, and inbound and outbound calling from wherever.

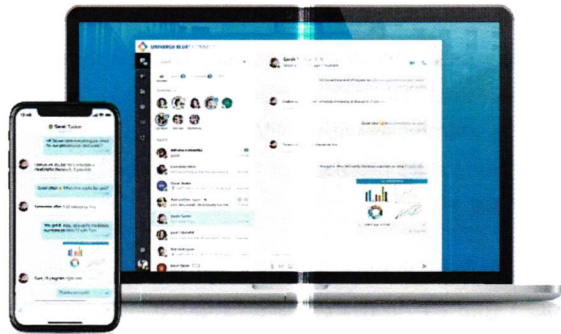
UNIVERGE BLUE CONNECT BRIDGE

KEY FEATURES

CALLING

Stay connected with colleagues from wherever you work:

- › Place, receive, and manage calls from your desktop or mobile device
- › Access company contacts through your corporate directory
- › Access advanced calling options like Call Flip and more
- › Place and receive calls with Wi-Fi or carrier minutes



TEAM CHAT

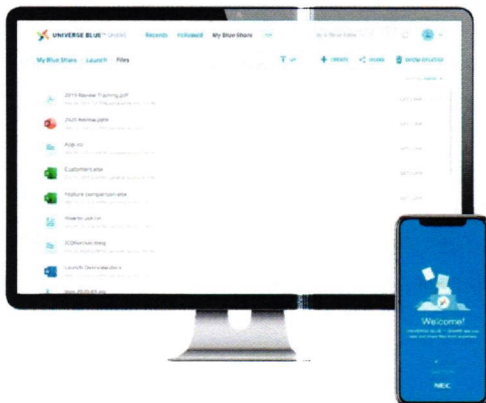
Communicate with more than voice and email:

- › Use private and public channels to message with CONNECT BRIDGE colleagues (individuals and groups) from your desktop or mobile device
- › Share links and attachments
- › Place calls directly from chat
- › Quickly start a meeting to share your screen
- › View colleagues' real-time working status to see if they are available for a quick call, chat, or meeting

VIDEO CONFERENCING

Meet face-to-face and share your screen with this fully integrated video conferencing solution for more interactive and productive team meetings:

- › HD video meetings with up to 100 participants
- › Host and join meetings from your desktop or mobile device
- › Share your screen and make annotations for more collaborative meetings
- › Record meetings and access from anywhere
- › Advanced security settings available for meeting hosts
- › Powerful note taking features, plus meeting transcription via Artificial Intelligence



FILE SHARING

Keep all your files together in a single, secure location:

- › Keep all your files securely stored, up to date, and accessible from any device
- › Quickly share files with anyone inside your organization with Team Chat, or outside your organization with email
- › Easily restore previous versions or accidentally deleted files with file recovery and revision history
- › Scan all files for virus and ransomware protection

UNIVERGE SV9100

SERVICE CUSTOMERS MORE EFFICIENTLY

First impressions count, so it is crucial that attendants/operators have access to the most advanced communications tools. The attendant/operator solutions available on the SV9100 can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications.

These solutions promote optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined.

- **Optimal call management** through a customizable, intuitive user interface
- **Access to presence-enabled directory** with click to call, web chat, and email
- **On screen call control** with flexible routing
- Anyone can login to **attendant console functionality** to ensure phones are always covered
- **VIP caller priority** routing reduces wait time and improves service levels
- Callers receive **queue announcements**, including call back options
- On demand **call recording** when needed
- **Multilingual capabilities** where the user can select their preferred language



UNIVERGE BLUE ENGAGE KEY FEATURES

CREATE A FIRST-RATE EXPERIENCE FOR YOUR CUSTOMERS

Today's customer expects to communicate with your business in their own time in whatever way they choose. UNIVERGE BLUE ENGAGE Contact Center as a Service is a perfect complement to the SV9100 with CONNECT ERIDGE... making each interaction with your customer quick, easy, and effective.

Between improved response times, reduced call abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment through superior customer service. The SV9100 also offers on-prem solution options to choose from to fit your unique contact center needs.



THE SMART CONTACT CENTER 4 WAYS TO CREATE A FRICTIONLESS CUSTOMER EXPERIENCE



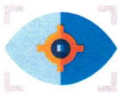
1. Ensure multimedia customer engagement

A single contact point for efficient multi-channel personalized interaction.



2. Improve your customer service

Skills-based routing equates to quicker, more efficient service.
With callback, customers don't wait in queue, reducing call abandonment.



3. Measure and manage your team

Real-time dashboard and historical reporting provide important optimization metrics to manage staffing and service levels.



4. Motivate your team

Dynamic wallboards encourage healthy competition between agents.
Customer interaction history ensures smooth conversations and a more personal connection.

SAFE & SECURE FOR STAFF, NETWORK, AND PREMISES

SMART ACCESS (OPTIONAL ADD-ON) TRANSFORM EMPLOYEE & VISITOR EXPERIENCE

The service not only transforms the visitor experience and enhances staff and employee efficiency, but it also reduces waiting times and boosts safety and security.

- › An easy-to-use, automated, private, and touch-free self-service solution that guides employees, visitors, or others through the check-in/check-out process normally provided at a reception desk
- › A person's identity is verified, reservation information is retrieved, and an entry badge and information supporting a person's stay are automatically issued

INGUARD TOLL FRAUD DEFENSE

NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind for the user:

- › Effective 24/7 defense from Toll Fraud
- › Low-Cost Solution - an on-board application with no extra PC/server required
- › Health check Feature - identify and resolve any weaknesses in your configuration during installation

DESKTOP TELEPHONES ONE-TOUCH SOS KEYS

- › SV9100 desktop telephones can be programmed with a one-button emergency key
- › Alerts all other phones of an emergency including location/room it is coming from
- › Enables a speedy response from supporting staff

NEC DECT HANDSETS SOS BUTTON

- › Ensure personal safety with SOS alarming key
- › Other features including Man Down & Location Detection capabilities



UNIVERGE SV9100 DESKTOP AND DECT PHONES

- > **Wide range** - Choose from IP or digital, 2-line keys to 32+ or self-labeling, grayscale, color or touch-screen display, custom keypads, plus more
- > **Hot desking** - Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **User-friendly interface** - Little or no staff training required
- > **Customizable** - Function keys can be adapted to the exact individual requirements of your business
- > **Headset adapter** - Allows easy connection to wireless headsets
- > **Directories** - Personal, system, and corporate directories available



Mono: Easy call control from the office



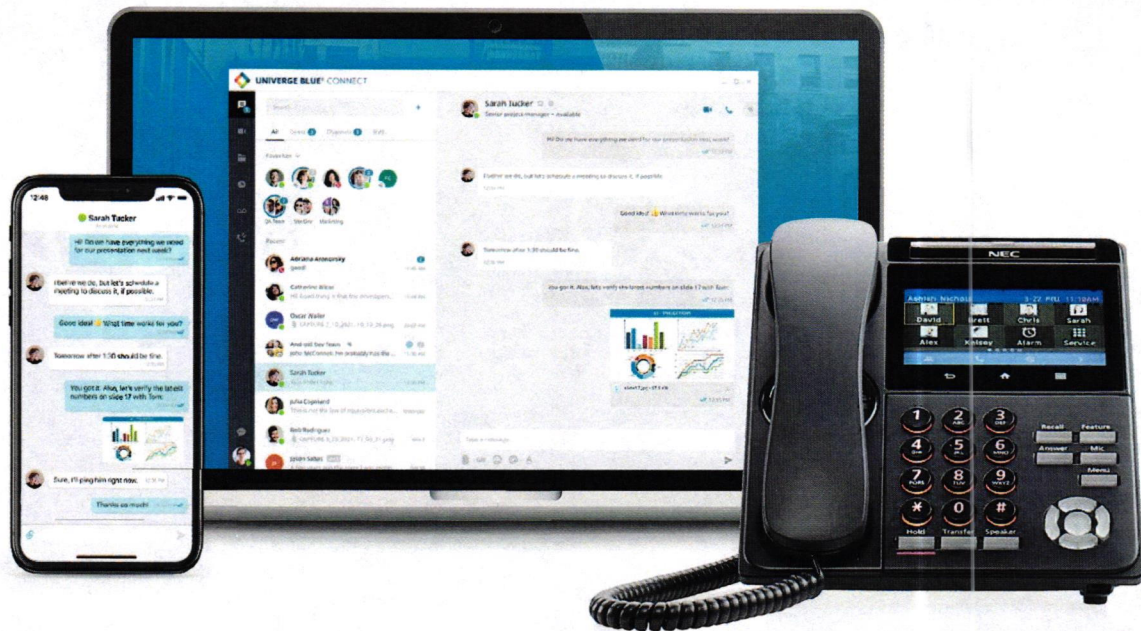
Color: Easy call control from the office, remote, or home-based working, hot desking



8-line Key Module / 60-line DSS Console

DECT handsets: for any working environment

UNIVERGE SV9100 + CONNECT BRIDGE A TRUE HYBRID WORK MODEL FOR SUCCESS



With businesses increasingly moving to a hybrid work model, now more than ever, you need a communications and collaboration solution, like the SV9100 with CONNECT BRIDGE...one that is:

- › **Flexible** – can expand and contract, ebb, and flow as your hybrid work model takes shape, then changes, as the working world continues to evolve
- › **Capable of keeping business in the middle** – so your customers can reach you at the same business phone number or whatever method that they prefer, regardless of where you or your employees are
- › **Crazy simple** – it just works, and complexity is a nonissue, because your focus should be on growing your business and not worrying about your communications system

To learn more, please contact your NEC authorized representative.



**OVER
\$29 BILLION
REVENUE**



#1

**SMB & ENTERPRISE
COMMS WORLDWIDE**

**LEADER IN
BIOMETRICS**



**75 MILLION
GLOBAL USERS**



**TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)**



**RECOGNIZED
AS A LEADER
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION**

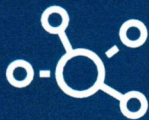


**125+
COUNTRIES**

**GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)**



**4,000+
CHANNEL
PARTNERS**



**107,000
TEAM MEMBERS
WORLDWIDE**



For further information please contact NEC Corporation of America or:

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