

TRANSMITTAL MEMORANDUM

5h

TO: The Honorable Mayor & City Council Initials: 
FROM: Lacey G. Simpson, Assistant General Manager File #: MGR25-043
DATE: January 30, 2025 Mtg. #: 02/06/25 CAh
RE: **Authorizing a Professional Services Contract for Engineering and Support Services – ECG, Inc.**

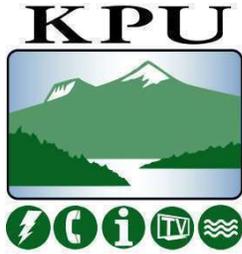
The motion detailed below was prepared at the request of Telecommunications Division Manager Dan Lindgren, who asked that it be placed before the City Council for consideration at its meeting of February 6, 2025. If adopted, the motion provides for approving a professional services agreement for engineering and support services for the Telecommunications Division from ECG, Inc., at a cost not to exceed \$114,465.

As detailed in the attached memorandum from Mr. Lindgren, staff is requesting that a professional services agreement for engineering and support from ECG, Inc. be authorized by the City Council under section 3.12.051(c)(2)(A) of the Ketchikan Municipal Code (KMC). The KMC allows for such professional services to be authorized by the City Council without a solicitation for proposals when over \$50,000 when the City Manager can demonstrate that the contractor is the best choice based on prior work experience and their demonstrated knowledge or expertise. As stated by Mr. Lindgren, ECG, Inc. has an established, positive relationship with the Telecommunications Division and has in-depth knowledge of the division's Hosted PBX Broadworks platform, having performed these services for KPU for several years. I concur with Mr. Lindgren that ECG, Inc. is the best contractor to perform these services, and a formal solicitation or proposal process is not necessary.

A motion has been prepared for City Council consideration.

Recommended Motion:

Pursuant to sections 3.12.051(c)(2)(A) and 3.12.051(b)(2) of the Ketchikan Municipal Code, I move the City Council authorize a professional services contract between the City of Ketchikan d/b/a Ketchikan Public Utilities and ECG, Inc. in an amount not to exceed \$114,465; authorize funding from the Telecommunications Division's 2025 Engineering and Architectural Professional Services account (Account No. 640.02); and direct the General Manager to execute the professional services contract documents on behalf of the City Council.



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Memorandum

To: Delilah Walsh, KPU General Manager

From: Dan Lindgren, KPU Telecommunications Division Manager

Date: January 22, 2025

Subject: **Authorize the Procurement of Engineering and Support Services Provided by ECG, Inc. in the amount of \$114,464.50.**

The purpose of this memorandum is to request that the KPU General Manager seek City Council approval to authorize the procurement of engineering and support services by ECG, Inc. in the amount not to exceed \$114,464.50. This purchase is in keeping with the 2025 expense budget plan, and procures the professional engineering support necessary to maintain our Hosted IP business phone system, ensuring KPU Telecommunications' ongoing ability to provide Hosted PBX voice services to business customers. This is a necessary step to meet the Council's core purpose of providing affordable services necessary for all citizens to flourish.

Background:

In 2015, KPU launched the Broadworks IP Phone switch as replacement for the end-of-life M6 IP switch for the Hosted IP business phone system. This is the system that provides advanced Hosted IP voice services to over 100 businesses and agencies throughout Ketchikan. The initial purchase came with an annual support contract with a partner vendor, Averistar. In 2016 Broadworks' parent company, Taqua, was acquired by Sonus. This meant that the engineering maintenance and technical support no longer had to be provided by Averistar. Subsequently, staff identified two other Broadworks' partners that provide this support and identified ECG, Inc. as the provider with the best model to meet KPU-Tel's needs in supporting the Broadworks platform.

In 2024, KPU implemented a new Class 4 and new Class 5 softswitch. ECG's technical expertise and support has been crucial to the success of implementing the new softswitches.

ECG, Inc:

The provisions of section 3.12.051(c)(2)(A) allow the council to award a professional services contract in excess of \$50,000 without the solicitation of proposals when "The manager demonstrates to the council that there is a single source of expertise of knowledge required, or

that one person or firm can clearly perform the required tasks more satisfactorily because of the person's or firm's prior work.”

KPU Telecommunications sole-sourced this Broadworks specific engineering support to ECG, Inc. beginning in January, 2018 after an initial evaluation of three different vendors. ECG, Inc. specializes in supporting the Broadworks platform and provides highly advanced technical support, analysis, and advice to KPU Telecommunications in the management and on-going development of our voice platform. Operating, maintaining, and repairing this sophisticated system of software and hardware technology is critical for keeping pace with the rapid transformation of digital technology in this space.

ECG, Inc. provides 24/7 support and is one of Broadworks' largest support providers. This partnership allows us to maintain KPU's Broadworks servers with the most current code so we can offer the latest in communication and collaboration services to our customer base; and provides us new opportunities for growth.

Given the combination of ECG, Inc.'s unique in-depth knowledge of the KPU network, advanced knowledge of the Broadworks platform, and existing relationships (ensuring immediate access to the highest levels of support, analysis, and issue resolution) – ECG's services have consistently proven to be necessary, timely, and accurate in the pursuit of achieving maximum responsiveness, reliability, quality, and innovation from the Broadworks platform.

The annual service cost is included in the 2025 operating budget within the Engineering and Architectural Professional Services account (640.02).

Recommended Motion:

I move that the City Council authorize the General Manager, under sections 3.12.051(c)(2)(A) and 3.12.051(b)(2) of the KMC, to enter into a professional services contract with ECG, Inc. for an amount of \$114,464.50 and authorize funding from the Telecommunications Division's 2025 Operations budget under the Engineering and Architectural Professional Services account (640.02)

CC: Lacey Simpson, KPU Assistant General Manager
Michelle Johansen, City Finance Director