



CITY COUNCIL REPORT

January 27, 2012

TO: The Honorable Mayor and City Council

FROM: John Szerlag, City Manager
Susan A. Leirstein, Purchasing Director
Gert Paraskevin, Information Technology Director
Gary G. Mayer, Police Chief
William S. Nelson, Fire Chief
Timothy L. Richnak, Public Works Director

SUBJECT: Wireless Data Services - (GSA) contract GS-35F-0119P Verizon Wireless

The purpose of this memo is to clarify the intent of the GSA contract for our Smartphone rollout.

As the City has faced staff reductions and continues to reorganize, management continually looks at ways to become more efficient and do more with less. The evolution of cell phone technology is a key element in attaining that goal. Smartphones are a tool that will allow employees to do more in the field and improve overall efficiencies. There are currently a limited number of Smartphones in use. However, management does plan to expand the use of Smartphones moving forward based on written justification from the department head to ensure that each device is contributing to the improved efficiency of the department. The end result will be an overall increase in productivity.

As we continue to deploy Smartphone technology, the cost will be less under the GSA contract than under the State contract with the added benefit of better service, 4G verses 3G. However, overall costs for wireless service and devices may increase as we replace some standard phones or issue Smartphones to those that did not previously utilize a phone. Our overall service plan costs may increase by approximately \$45.00/month/device in these circumstances. In other instances, by replacing existing Smartphone service currently provided by Sprint with the new contract provided by Verizon will result in estimated savings of \$5.00/month/device. In addition, if a department replaces the more expensive air cards with the Smartphone hotspot service, there will be an additional savings of \$27.99/month/device.

All funds are budgeted in the various department operating accounts.

Desktop



CITY COUNCIL AGENDA ITEM

December 14, 2011

TO: John Szerlag, City Manager

FROM: Susan A. Leirstein, Purchasing Director
Gert Paraskevin, Information Technology Director
Gary G. Mayer, Police Chief
William S. Nelson, Fire Chief
Timothy L. Richnak, Public Works Director

SUBJECT: Wireless Devices (Smartphones) and Service Plans
US General Services Administration (GSA) contract GS-35F-0119P

Background

The City of Troy has been authorized to utilize the State of Michigan contract for cellular service with Sprint/Nextel for the last ten years. Departments could request equipment upgrades and change in service plans with justified business cases. With the introduction of Smartphone technology, a new GSA contract with Verizon has proven to be a cheaper alternative to deliver wireless service.

The City has been utilizing wireless technology to improve communication and access to information in the field for several years. The Purchasing and IT departments have recently been working with a focus group to investigate the commercially available mobile data services to see how we can further improve efficiency and provide timely information to field personnel while reducing overall costs. The Police, Fire and Public Works departments have tested current wireless devices and services including Android Smartphone technology from T-Mobile, Sprint and Verizon; and found Verizon service to provide considerably higher data speed and reliability.

Advantages of utilizing Smartphones include:

- Uninterrupted productivity with quick and easy access to email or other city resources.
- Beneficial to staff on call 24/7
- Equip employees in the field with high resolution cameras. These pictures can then be sent via email for immediate feedback if necessary.
- Internet access
 - Provides quick and easy access to information
 - Allows access to any City developed web applications
- Will provide unlimited wireless access thereby eliminating the need for other external devices such as air cards. Combining two services into one will reduce monthly expenditures by approximately \$27.99 per device.
- Negates the need for a laptop in the field in some instances.
- Can take advantage of the thousands of Smartphone applications currently available. For example WeatherBug, Google Translate, Emergency Response Guidebook.

Under our current Sprint contract through the State of Michigan only 3G services were available and although useful have proven to be relatively slow. Of the providers tested only Verizon offered reliable high speed 4G service in Troy.

Under Cooperative Purchasing, state and local entities may purchase a variety of technology from contracts awarded under GSA Federal Supply Schedule 70, Information Technology. The GSA Schedule contract GS-35F-0119P with Verizon Wireless represents the best value and results in the lowest overall cost alternative solution when considering price, special features, administrative costs, etc, as detailed in Appendix I.

Recommendation

City management is requesting authorization to utilize the Federal GSA contract GS-35F-0119P with Verizon Wireless for the purchase of wireless devices (Smartphones) and service plans at rates as contained in Appendix I.

Fund Availability

Funds are budgeted each year in various departments under their respective communication accounts.

COST ANALYSIS BREAKDOWN

VENDOR	CONTRACT	DESCRIPTION OF SERVICE	PEAK / OFF PEAK	4G COVERAGE	CURRENT MONTHLY ACCESS RATES	EST QTY	ESTIMATED TOTAL MONTHLY CHARGES
Verizon	GSA Schedule 70	Nationwide, Unlimited N&W, Email/data	4000 shared minutes	Available	\$ 125.04	1	\$ 125.04
		Mobile-Mobile, Text messaging	400 minutes		\$ 49.99	30	\$ 1,499.70
		Wireless Access	Unlimited		\$ 10.00	30	\$ 300.00
							\$ 1,924.74

Verizon	State of Michigan	Nationwide, Unlimited N&W, Email/data	4000 shared minutes	Available	\$ 125.54	1	\$ 125.54
		Mobile-Mobile, Text messaging	400 minutes		\$ 56.24	30	\$ 1,687.20
		Wireless Access	Unlimited		\$ 29.99	30	\$ 899.70
							\$ 2,712.44

Sprint	State of Michigan	Nationwide, Unlimited N&W, Email/data	4000 shared minutes	Not Available in this area	\$ 112.49	1	\$ 112.49
		Mobile-Mobile, Text messaging	400 minutes		\$ 55.00	30	\$ 1,650.00
		Wireless Access	Unlimited		\$ 29.99	30	\$ 899.70
							\$ 2,662.19

HIGHLIGHTED VENDOR DENOTES BEST VALUE SOLUTION

ONE-TIME EQUIPMENT COSTS

Verizon

Android Smartphone Technology

Open market government pricing

Current Promotion - \$100/device

** Even though T-Mobile was tested, their pricing is not shown, as they were not a viable solution due to unreliable text messaging, a lack of coverage and dropped calls, and no push to talk technology.