

# PROJECT APPROVAL REQUEST

## LLCC NEC Telephone System

**Date: February 7, 2022**

1. The person or Committee proposing the project: CAM Roger Milliman
2. The project's description/scope including:
  - a. Narrative description of the project. The current Toshiba telephone system lacks the functionality LLCC requires to operate efficiently. Toshiba is no longer in business and replacement equipment is in short supply. NEC is the recommended supplier providing an IP based auto-attendant system. LLCC's internet speeds have been verified adequate to support an IP based telephone system.  
New phone sets are connected to computer ethernet ports vs current telephone cable.  
HCC has been onsite and surveyed in preparation for a quote, including equipment, installation, and training.
  - b. The project's purpose and the value LLCC members will receive from the completed project, including any health and safety improvement aspects. Auto-attendant telephone systems provide:
    - A calling tree announcement for callers to select a department
      - o Aka, enter 1 for Office Administration, 2 for Pro Shop & Café, 3 for Inn dining room, lounge, and kitchen, 4 for Golf Greens Superintendent, 5 for Facilities, 6 for Water.
    - Ability to transfer phone calls to another department
    - Elimination of 2 rollover telephone lines saving \$100/month. Current Department direct numbers are retained and when dialed, all numbers are available in a pool of resources for department call routing, aka, idle numbers are all available for call routing.
    - Voice messaging per department.
  - c. Drawings and sketches as necessary to understand the project. NA
  - d. The approximate cost for the project, and the basis and assumptions for that cost estimate.  
\$6,810 plus sales tax. Price includes all equipment, installation, and training by Hood Canal Communications. Equipment costs increase 7-10% on March 1, 2022.

- e. A recommendation as to whether the project should be delivered in-house with LLCC staff, use outside contractors or consultants, or be carried out by a combination of in-house and outside resources.  
Project will be PM in-house supported by Hood Canal Communications.
  - f. An approximate schedule, including any time constraints regarding project activities or completion date. Recommend Board approval for HCC to purchase equipment before March 1 price increase.  
Installation to be scheduled.  
Plan is for HCC to first install a demonstration phone in the Office for training followed with new phone installations.
3. The budget status of the project
- a. Has a Committee, and/or the Board, already included the project in the current year's budget? Yes project was Board adopted in September 2021 and Member approved in October 2022 at an estimated \$7,500.
  - b. Is it in a longer-range capital improvement plan? Is it a new idea outside the current year budget cycle? NA
4. Additional considerations the Board may need to consider, including any foreseeable project risks or liabilities. Any new telephone system requires both callers and users to go through a learning curve. HCC will provide on-site training prior to the NEC system going live and ongoing support. HCC has installed several NEC systems including Verle's Marine and Lake Cushman both in multiple buildings. Both companies are satisfied with HCC's planning, installation, and ongoing support.
5. Proposed project manager. CAM Roger Milliman
6. Evidence of coordination with the appropriate staff departments and management and the staff's recommendation. Department Managers and staff have provided inputs.