

AGENDA



Thursday, June 11, 2009

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION****Item No. 24**

Subject: Authorize award, negotiation, and execution of Amendment No. 10 to a contract with AVAYA, INC., Oklahoma City, OK, for the purchase of telephone system equipment, software and services, to increase the contract in an amount not to exceed \$1,100,000, for a revised total contract amount not to exceed \$7,795,490.

Amount and Source of Funding: Funding in the amount of \$961,000 is available in the Fiscal Year 2008-2009 Operating Budget of Austin Energy. Funding in the amount of \$139,000 is available in the Fiscal Year 2008-2009 Capital Budget of Austin Energy.

Fiscal Note: A fiscal note is attached.

For More Information: Mick Osborne, Specialist Sr. Buyer, 974-2995

Purchasing Language: Contract Amendment.

MBE/WBE: This contract will be awarded in compliance with Chapter 2-9D of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). This contract is a Cooperative Purchase; therefore, it is exempted under Chapter 791 of the Texas Local Government Code and no goals were established for this solicitation.

Boards and Commission Action: Recommended by the Electric Utility Commission.

Prior Council Action: October 28, 2004 – Approved original contract; November 17, 2005 – Approved Amendment No. 3.

In October 2004, Council approved the original contract with Avaya, through the United States General Services Administration, for Avaya voice systems, telephone equipment, software, and services. These voice systems (PBX and key) are utilized by City departments for basic day to day telephone services as well as enhanced services such as call centers and voice mail.

This proposed Amendment No. 10 will provide additional spending authority in the amount of \$1,100,000 for required software upgrades and service delivery enhancements for the telephone system at the City of Austin Utilities, Austin Energy's Customer Contact Call Center, and the City's 311 Call Center.

The current software is approaching "end of support." These software upgrades are necessary to remain within two release versions for each component of the system, in compliance with existing maintenance contracts.