

AGENDA



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	53214	Agenda Number	50.
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Meeting Date:	December 17, 2015
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Department:	Purchasing
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Subject

Authorize negotiation and execution of a 15-month contract through the TEXAS DEPARTMENT OF INFORMATION RESOURCES with NORTH AMERICAN COMMUNICATIONS RESOURCE, INC. for the purchase of AVAYA telephony equipment, related services, and hardware and software maintenance support in an amount not to exceed \$1,895,000.

Amount and Source of Funding

Funding in the amount of \$700,000 is available in the Fiscal Year 2015-2016 Operating Budgets of various City departments. Funding in the amount of \$1,195,000 is available in the Fiscal Year 2015-2016 Capital Budget of Communications and Technology Management.

Fiscal Note

A fiscal note is attached.

Purchasing Language:	Cooperative Purchase
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Prior Council Action:	
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For More Information:	Sai Xoomsai Purcell, Senior Buyer Specialist, 512-974-3058
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Boards and Commission Action:	
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Related Items:	
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MBE / WBE:	This contract was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this contract, there were insufficient subcontracting opportunities; therefore, no subcontracting goals were established.
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Additional Backup Information

The contract will provide AVAYA telephony equipment, hardware/software support, and related services needed to continue support for the City's Enterprise AVAYA Telephony Network. The existing telephony network provides voice communications to 32 City departments. Existing features provided by this telephony network include 11,000 physical phone sets, 5-digit dialing (internal dialing,) voice mail, automated attendants and call center features. These services enable City staff to seamlessly establish voice calls across the enterprise and to external customers.

This contract will provide continued access to vendor support for our installed hardware and software, to purchase equipment and services to complete the final phase of the City's enterprise Voice Over IP migration, as well as to implement enhanced features to support mobility and other unified communications features. These enhanced features will enable City staff to easily access city telephony services when they are conducting business in their primary office or when working from alternate locations. North American Communications Resource Inc. will also build in unified communication efficiency between the City's telephony and exchange environments.

The Texas Department of Information Resources (DIR) establishes competitively bid contracts that can be utilized by the State and other government agencies through a cooperative agreement. The DIR cooperative contracts save taxpayer dollars by leveraging the state's volume-buying power to drive down costs on hundreds of technology contracts through a streamlined cooperative purchasing program.

The existing contract has expired and the new contract is needed to allow continuity of service.