

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council

Item ID:

66119

Agenda Number

30.

Meeting Date:

January 26, 2017

Department:

Purchasing

Subject

Authorize negotiation and execution of a 36-month contract through the State of Texas Department of Information Resources cooperative purchasing program with Convergeone, Inc., to provide Avaya IP telephony equipment, professional services, and hardware and software maintenance support, in an amount not to exceed \$3,327,000.

Amount and Source of Funding

Funding in the amount of \$700,000 is available in the Fiscal Year 2016-2017 Operating Budget of Communications and Technology Management. Funding in the amount of \$650,000 is available in the Fiscal Year 2016-2017 Capital Budget of Communications and Technology Management.

Fiscal Note

A fiscal note is attached.

**Purchasing
Language:**

Multiple cooperative purchase programs were reviewed for these goods and services. The Purchasing Office has determined this Contractor best meets the needs of the departments to provide the goods and services required at the best value for the City. The recommended Contractor is the current provider for these goods and services.

**Prior Council
Action:**

**For More
Information:**

Jane Neal, Buyer II, 512-974-3398

**Boards and
Commission
Action:**

Related Items:

MBE / WBE:

This procurement will be awarded by a cooperative purchase agreement with the State of Texas Department of Information Resources (DIR) in accordance with Chapter 2054 of the Texas Government Code; therefore, goals were not established.

Additional Backup Information

The contract is for Avaya telephony hardware/software support as well as the related services needed to continue to support and enhance the City's enterprise Avaya IP telephony network for Communications Technology and Management. The existing telephony network provides standardized voice communication services to over 30 City departments, such services include over 12,000 physical handsets deployed across the enterprise, 5-digit internal dialing, voice mail, automated attendants, call center features and audio conferencing. The robustness of this IP telephony network enables City technical staff to seamlessly manage the City numbering plan and enterprise telephony features from a centralized administrative access system.

This contract will provide continued access for advanced Avaya support for our installed hardware and software. It will also allow for the purchase of additional hardware, software and services to implement enhanced features to support staff mobility and other unified communications features. These enhanced features will enable City staff to easily access City telephony services while conducting City business in their primary office or when working from alternate locations. ConvergeOne professional services will be used to enhance the unified communication features and efficiencies between the City's telephony and exchange environments.

The State of 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 DIR cooperative contract contains a Historically Underutilized Business (HUB) plan that supports the use of HUB vendors in the performance of the contract.

The existing contract will be expiring on March 17, 2017 and the new contract is needed to allow continuity of service.