



**Purchasing Service Agreement  
CITY OF AUSTIN  
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 25  
AGENDA DATE: Thu 10/28/2004  
PAGE: 1 of 2**

**SUBJECT:** Authorize execution of a 10-month supply/service agreement with AVAYA, INC., Oklahoma City, OK, and its authorized dealers, through GENERAL SERVICES ADMINISTRATION (GSA) Federal Supply Schedule 70, Contract No. GS-35F-4321D, for purchase of Avaya Voice Systems equipment, software and services in an amount not to exceed \$858,224, with four 12-month extension options in an amount not to exceed \$2,000,000 for the first extension and \$1,000,000 for the remaining three extension options, for a total amount not to exceed \$5,858,224; and for maintenance services in an amount not to exceed \$500,000, with four 12-month extension options in an amount not to exceed \$500,000 per extension option, for a total amount not to exceed \$2,500,000, for a total agreement amount not to exceed \$8,358,224.

**AMOUNT & SOURCE OF FUNDING:** Funding in the amount of \$1,337,223.90 is included in the Fiscal Year 2004-2005 Approved Operating Budget of various City Departments. Funding in the amount of \$21,000 is included in the Fiscal Year 2004-2005 Capital Budget of the Austin Public Library. Funding for the extension options is contingent upon available funding in future budgets.

**FISCAL NOTE:** A fiscal note is attached.

**REQUESTING** Purchasing  
**DEPARTMENT:** for Financial and  
Administrative Services -  
Communications and  
Technology  
Management;

**DIRECTOR'S  
AUTHORIZATION:** Vickie Schubert

**FOR MORE INFORMATION CONTACT:** Corliss Miller, Buyer II, 512-974-2034

**PRIOR COUNCIL ACTION:** N/A

**BOARD AND COMMISSION ACTION:** N/A

**PURCHASING:** Cooperative Purchase

**MBE / WBE:** N/A

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This contract is for Voice Communication Services to provide a critical communications tool for the City of Austin. The City has six Avaya PBX voice systems (approximately 6,000 phones) and approximately 50 Avaya key systems (30 phones or less per system). These systems range in cost from approximately \$10,000 for smaller systems to \$550,000 for larger systems and they represent a substantial investment in the equipment used by the City for basic day to day and enhanced telephone services such as call centers applications and voice mail. As with all technology and other equipment, these telephone systems require maintenance, replacement of parts and upgrades to the software and associated computer systems. As they reach the end of their life cycle, they are no longer supported by the manufacturer. New facilities such as the new Austin Energy Call Center, Fire and EMS Stations, branch libraries, and recreation centers will require new telephone systems within the next few years. In Fiscal Year 2006, AE plans to buy a new PBX for the new Call Center estimated at \$1,000,000. \$600,000 is planned for voice network upgrades that will allow for Voice Over IP (Internet Protocol) including an estimated \$130,000 purchase



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to upgrade several branch libraries from older key systems to Voice Over IP technology so that they can have the same type of features and voice mail that the Main Library uses.

This contract will provide for the maintenance and supply of telephone systems and associated components and services required by the City of Austin to ensure that City facilities have the voice communication systems needed to provide telephone communications interdepartmentally and with the citizens of Austin.

Under the GSA contract with Avaya, the current distributors to supply Avaya equipment include:

**Avaya Distributor**

3rd Wave Solutions  
Altura Communication Solutions, LLC  
C-WIN Communication is World Interactive Networking, Inc.  
Combest, Inc.  
Compel Holdings LLC  
Complete Technology Concepts  
Computer Assets  
Cross Telecom Corporation  
DCM dba DCM Communications  
Dugdale Communications  
Dynalec  
Enabling Technologies Corporation  
Farmstead Telephone Group  
HCI Technologies Inc.  
MAC Source, Inc.  
Mid Atlantic Business Communications  
NetStar-1, Inc.  
NetVersant Solutions, Inc.  
North American Communications Resources (NACR)  
RS Information Systems dba RSIS  
Science Applications International Corporation (SAIC)  
Skyline Technology  
Source Inc.  
Sprint Communications Company  
Suntum Inc.  
Technica Corporation  
Universal Solutions  
Verizon Federal (formerly Bell Atlantic Federal)  
Walker Comm  
Xeta Technologies Inc.

**Location**

Phoenix, AZ  
Fairfax, VA  
Chamblee, GA  
Norcross, GA  
Newington, VA  
Ft. Worth, TX  
Española, NM  
Ashburn, VA  
Columbia, MD  
Indianapolis, IN  
Sodus, NY  
Columbia, MD  
East Hartford, CT  
Sterling, VA  
Syracuse, NY  
Portsmouth, VA  
Rockville, MD  
Houston, TX  
Eagan, MN  
McLean, VA  
McLean, VA  
Falls Church, VA  
Dallas, TX  
Herndon, VA  
Littleton, CO  
Dulles, VA  
Mt. Pleasant, SC  
Washington, DC  
Houston, TX  
St. Louis, MO