



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

**AGENDA ITEM NO.: 26
AGENDA DATE: Thu 10/28/2004
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SUBJECT: Authorize execution of a 10-month service agreement through the State of Texas, Department of Information Resources, GO DIRECT Program, for Nortel voice systems equipment, software, and services in an amount not to exceed \$811,941, with four 12-month extension options in an amount not to exceed \$1,000,000 per extension option, for a total amount not to exceed \$4,811,941; and for maintenance services in an amount not to exceed \$300,000, with four 12-month extension options in an amount not to exceed \$300,000 per extension option, for a total amount not to exceed \$1,500,000, for a total agreement amount not to exceed \$6,311,941.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$936,941 is available in the Fiscal Year 2004-2005 Approved Operating Budget of various Departments. Funding in the amount of \$195,000 is available in the Fiscal Year 2004-2005 Approved Capital Budget of Austin Energy. 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

This contract is for Voice Communication Services to provide a critical communications tool for the City of Austin. The City has approximately 35 Nortel PBX voice systems (30 or more phones per system) and approximately 50 Nortel 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 and enhanced telephone services such as call center applications and voice mail. As with all technology and other equipment, these telephone systems require maintenance, replacement 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 City facilities for Health, Austin Water Utility, and Austin Energy will require new telephone systems within the next few years.

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



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citizens of Austin.

The current GO DIRECT vendors to supply Nortel equipment include but are not limited to:

Affiliated Telephone
Plano, TX

Brookside Technology Partners, Inc.
Austin, TX

Innovative Communication Systems
Austin, TX

Presidio Corp.
Greenbelt, MD

SBC
Austin, TX

Verizon
Cedar Park, TX