



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 16, 2020

FROM: INNOVATION AND TECHNOLOGY DEPARTMENT WARDS: ALL

SUBJECT: FIRST AMENDMENT TO PROFESSIONAL CONSULTANT SERVICES AGREEMENT WITH CONVERGEONE FOR AVAYA VOICE OVER PHONE SYSTEM IP TO EXTEND COVERAGE FOR ONE (1) ADDITIONAL YEAR THROUGH MAY 31, 2021, IN THE AMOUNT OF \$96,906.72 FOR A CUMULATIVE AMOUNT OF \$377,064.84.

ISSUE:

Approve the First Amendment to Professional Consultant Services Agreement with ConvergeOne for Avaya Voice Over IP Phone system to extend coverage for one (1) additional year through May 31, 2021, in the amount of \$96,906.72 for a cumulative amount of \$377,064.84.

RECOMMENDATIONS:

That the City Council:

1. Approve the First Amendment to Professional Consultant Services Agreement with ConvergeOne for Avaya Voice Over IP Phone system to extend coverage for one (1) additional year through May 31, 2021, in the amount of \$96,906.72 for a cumulative amount of \$377,064.84; and
2. Authorize the City Manager, or designee, to execute the First Amendment, and any additional documentation to effectuate this Amendment, to the Professional Consultant Services Agreement with ConvergeOne, including making minor and non-substantive changes.

BACKGROUND:

On March 27, 2012, the City Council approved purchase of the Avaya Voice over IP (VOIP) and Call Center solutions including a five-year service agreement. The City chose a VOIP system to be able to utilize the City's existing wired computer network infrastructure and cabling thus allowing both phone and data capabilities over the same medium. This minimizes the need for additional cabling and other components. The VOIP system also provides call routing features that allow for better call flow options improving the customer call experience.

Initial Purchase

In January 2012, the City issued a Request for Proposal (RFP) for a VOIP phone solution to replace the City's aging Ericsson analog phone system. A committee of 10 City employees selected the

Avaya solution from eight (8) different respondents to the RFP.

The initial purchase of the system included a five-year service agreement that provided the City with the capability to call for advanced assistance and support when the system is not working properly. The agreement also provided real time monitoring and notifications in the event of system failures or other reported issues. That initial agreement expired in June of 2017 and the City sought bids to renew the service agreement for another three (3) years.

Service Agreement

On March 30, 2017, the City posted Request for Bid No. 7480 for the renewal of the Service Agreement for the Avaya VOIP Phone system. The bid closed on April 17, 2017. The City received three (3) bids and ConvergeOne was deemed the lowest responsive bidder. On June 27, 2017, City council awarded Bid No. 7480 to ConvergeOne for the renewal of the Service Agreement for Avaya VOIP Phone System for the term June 1, 2017 through May 31, 2020, in the amount of \$280,158.12.

DISCUSSION:

The need for uninterrupted third-party service is essential in keeping the City's Avaya VOIP Phone System operating in its current condition. Innovation and Technology (IT) staff need assistance in trouble shooting and fixing system errors. The City's Avaya VOIP Phone System is nearing its end-of-life. Throughout the upcoming year, staff will be working on a plan to address the City's aging phone system infrastructure and service plans. The requested one-year extension will provide staff necessary support while working towards another updated solution, given available funding.

The Purchasing Manager concurs that the recommendation to approve the amendment is in compliance with Purchasing Resolution 23256.

FISCAL IMPACT:

The fiscal impact of this action is \$96,906.72. Sufficient funds are available in the Fiscal Year 2019/2020 Innovation and Technology Department Budget, account number 2405000-424310, for Software Maintenance and Support.

Prepared by: George Khalil, Chief Innovation Officer
Certified as to
availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer
Approved by: Lea Deesing, Assistant City Manger
Approved as to form: Gary G. Geuss, City Attorney

Attachment: Attachment 1: First Amendment