



Office of the City Manager

CONSENT CALENDAR
May 12, 2020

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: Savita Chaudhary, Director, Department of Information Technology
 Subject: Contract: Integration Partners for Avaya Upgrade, Support, and Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager execute a contract with Integration Partners, for Avaya support and maintenance, for a total not to exceed amount of \$727,821, from July 1, 2020 to June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

Funding for maintenance and support services in the amount of \$727,821, is allocated for Fiscal Year (FY) 2020-2023 in the Department of Information Technology's FY 2020 VoIP Replacement and IT Cost Allocation funds as outlined below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$307,821	FY 2020: Software Maintenance Budget Code: 680-35-363-380-0000-000-412-613130- (IT Cost Allocation, IT Department, Software Maintenance)
\$140,000	FY 2021: Professional Services Budget Code: 502-35-363-380-0000-000-412-613130- (VoIP Replacement, IT Department, Software Maintenance)
\$140,000	FY 2022: Software Maintenance Budget Code: 502-35-363-380-0000-000-412-613130- (VoIP Replacement, IT Department, Software Maintenance)
\$140,000	FY 2023: Software Maintenance Budget Code: 502-35-363-380-0000-000-412-613130- (VoIP Replacement, IT Department, Software Maintenance)
\$727,821	Total FY 2020-2023: Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The City's current Voice Over IP (VoIP) telephone system has been in place since 2013. ConvergeOne, a leading IT services provider of collaboration and technology solutions, has been the City's Avaya support vendor since 2013. Now that we are several years into

the implementation, the current Avaya phone system infrastructure is in the need of hardware and software upgrades that are not included as part of the standard maintenance agreement.

In December 2019, the City issued a Request for Proposals (RFP) for Avaya upgrade, support, and maintenance (Specification No. 20-11377-C), to solicit competitive bids for the necessary upgrades, and to get more economical pricing for ongoing support and maintenance moving forward. Integration Partners provided the best combination of cost, transparency, responsiveness, and references to complete the necessary upgrades and provide ongoing support moving forward, which includes proactive monitoring and notification to City IT staff in the event of a phone system outage..

The upgrades include the following:

- Hardware Upgrade, Software Upgrade, Voicemail system Upgrade, improved call center services, and upgrade to meet current “e911” law and regulations in accordance with Kari’s Law and FCC regulations.
- Network Diagram: Year 1 cost includes the creation of a network diagram detailing the Avaya and related systems at all sites.
- Administrator Training: Year 1 costs includes on-site training up to three (3) City IT staff in the administration of all new and upgraded systems.
- Support Calls: Include in the annual maintenance cost for a “bucket of twenty (20) hours” for City IT staff to call vendor for support on system maintenance and administration.
- Annual DR Testing: Include Disaster Recovery (DR) testing for vendor technical staff to coordinate with City IT staff to do failover planning and testing as part of annual DR testing, where vendor can assume ten (10) hours of planning and five (5) hours of testing on a Friday night done once a year. Remediation of non-compliant issues should be covered by the normal maintenance/support agreement.

These hardware and software upgrades are critical to advancing our City’s strategic goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.

BACKGROUND

In August 2013, the City implemented the new VoIP system across the downtown campus, including City Hall, 1947 Center Street, the Public Safety Building, the Rent Board, and the Corpyard. Throughout the rest of 2013 and 2014 the City completed infrastructure and bandwidth upgrades at all remote locations, to support VoIP phones at all remote locations.

In December 2019, the City issued a Request for Proposals (RFP) for Avaya upgrade, support, and maintenance (Specification No. 20-11377-C) and received five qualifying vendor responses. Integration Partners provided the best combination of cost, transparency, responsiveness, and references to complete the necessary upgrades and provide ongoing support moving forward.

Beginning February 16, 2020, Kari's Law and accompanying FCC regulations mandate that for any "e911" telephone system - whether "legacy" (also called "POTS") or IP-based (e.g., Voice over IP/VoIP) - whether on premise, Cloud-based, or otherwise hosted, must preconfigure 911 calls so that any user simply dials "9-1-1" without needing to first dial any additional digit, code, prefix or post-fix (such as "9" and then 911). The FCC regulations further require that these same telephone systems - as well as interconnected VoIP services, Telecommunications Relay Services, and mobile texting services - convey the location from which the call was placed.

ENVIRONMENTAL SUSTAINABILITY

The Avaya solution was selected in part because of the energy-efficient handsets which consume fewer than four watts of energy for each handset. This resolution continues to support the goals of environmental sustainability.

RATIONALE FOR RECOMMENDATION

The City intends to stay on the Avaya platform for citywide phones for the foreseeable future. As such, it is critical that we keep the Avaya platform current and up to date as we do not want to risk having a gap in our maintenance and support in the event of a major outage with our enterprise phone system.

ALTERNATIVE ACTIONS CONSIDERED

Given that the City intends to stay on the Avaya platform, staff considered amending our contract with Converge One for the hardware and software upgrades, as well as for ongoing support, however our current system needs additional professional services to include the upgrade of the software and hardware of the existing system as well as including newer technology options to enable enhanced 911 options. These changes are significant and the City decided to release an RFP to ensure we are getting competitive pricing for these services.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: INTEGRATION PARTNERS FOR AVAYA UPGRADE, SUPPORT, AND MAINTENANCE

WHEREAS the City's current Voice Over IP (VoIP) telephone system has been in place since 2013; and

WHEREAS the Avaya phone system infrastructure is in need of hardware and software upgrades that are not included as part of the standard maintenance agreement; and

WHEREAS in December 2019, the City issued a Request for Proposals (RFP) for Avaya upgrade, support, and maintenance (Specification No. 20-11377-C) and received 5 qualifying bids; and

WHEREAS Integration Partners provided the best combination of cost, responsiveness, and references to complete the necessary upgrades and provide ongoing support moving forward; and

WHEREAS, funding for maintenance and support services in the amount of \$727,821, is allocated for Fiscal Year (FY) 2020-2023 in the Department of Information Technology's FY 2020 VoIP Replacement and IT Cost Allocation funds as outlined below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract with Integration Partners for Avaya Upgrade, Support, and Maintenance, for a total not to exceed amount of \$727,821, from July 1, 2020 to June 30, 2024.