



Office of the City Manager

CONSENT CALENDAR
July 24, 2018

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Information Technology
Subject: Contract No. 9149A Amendment: Advantel Networks for Voice Over IP (VoIP) Telephone System

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 9149A with Advantel Networks for Voice Over IP (VoIP) telephone system licensing and maintenance, increasing the contract by \$100,000 for a total not to exceed amount of \$1,387,500, from November 2012 to June 30, 2019.

FISCAL IMPACTS OF RECOMMENDATION

Funding for ongoing maintenance is allocated in the Department of Information Technology budget:

\$61,736.80	Avaya Support Advantage and Upgrade Advantage Budget Code: 608-2704-410-3047 (Information Technology)
\$38,263.20	VantageCare Managed Services Budget Code: 891-2704-410-3038 (Information Technology)
<u>\$100,000.00</u>	<u>FY 2019 Total for Software License and Professional Services</u>

This contract has been entered into the City’s contract management system and assigned CMS no. CA2EQ

CURRENT SITUATION AND ITS EFFECTS

The City’s current Voice Over IP (VoIP) telephone system has been in place since 2013. Advantel Networks has been the implementation and support vendor for the City’s VoIP phone system since 2012. Advantel provides support and maintenance of the City’s Avaya phone system, which includes proactive monitoring and notification to City IT staff in the event of a server outage.

BACKGROUND

In 2010, City staff consulted comparable cities, member agencies of the Municipal Information Systems Association of California (MISAC), Gartner Research Group, and hired a telephone system expert to help define requirements for a new telephone system solution.

In February 2011, the City issued a Request for Proposals (RFP) for a VoIP telephone system (Specification No. 11-10555-C) and received ten qualifying vendor responses. In December 2012, the City awarded the bid to Advantel networks for the implementation of an Avaya VoIP telephone solution. 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.

ENVIRONMENTAL SUSTAINABILITY

The Avaya solution was selected in part because of their energy-efficient handsets, which consume fewer than four watts of energy each. This resolution continues supporting environmental sustainability.

RATIONALE FOR RECOMMENDATION

Advantel Networks has provided support and maintenance for our Avaya system since 2013. We are requesting support for an additional year while we build our next biannual budget.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered ending our support agreement with Advantel, but we did not want to risk having a gap in our support in the event of a major outage with our enterprise phone system.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, (510) 981-6541

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

Contract No. 9149A Amendment: Advantel Networks for Voice Over IP (VoIP)
Telephone System

WHEREAS, on February 22, 2011, the City issued a Request for Proposals (RFP) for a VoIP system (Specification No. 11-10555-C) and received ten qualifying vendor responses; and

WHEREAS, the RFP review committee evaluated each proposal and determined that the Advantel Networks proposal best met the City's operational, technological, and fiscal requirements; and

WHEREAS in May 2012 City Council Authorized Contract No. 9149 with Advantel Networks for a Voice Over IP Telephone System; and

WHEREAS in September 2016 City Council Authorized an amendment to Contract No. 9149 with Advantel Networks for a Voice Over IP Telephone System; and

WHEREAS, funds have been allocated for licensing and support in the Department of Information Technology's Internal Service Fund and VoIP Replacement Fund and assigned CMS No. CA2EQ.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 9149A with Advantel Networks for Voice Over IP (VoIP) telephone system licensing and maintenance, increasing the contract by \$100,000 for a total not to exceed amount of \$1,387,500, from November 2012 to June 30, 2019.

