



## Recommendation for Action

**File #:** 19-1530, **Agenda Item #:** 26.

4/25/2019

### Posting Language

Authorize negotiation and execution of a multi-term cooperative contract with ConvergeOne, Inc., to provide Avaya products, services and maintenance, for up to three years for a total contract amount not to exceed \$4,500,000.

(Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

### Lead Department

Purchasing Office.

### Client Department(s)

Austin Energy.

### Fiscal Note

Funding in the amount of \$1,104,000 is available in the Fiscal Year 2018-2019 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

### Purchasing Language:

Multiple vendors within this cooperative purchasing program were reviewed for these goods and services. The Purchasing Office has determined this contractor best meets the needs of the department to provide the goods and services required at the best value for the City.

### For More Information:

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov](mailto:AgendaOffice@austintexas.gov) <<mailto:AgendaOffice@austintexas.gov>> or to Brett Hardy, at 512-322-6122 or [Brett.Hardy@austinenergy.com](mailto:Brett.Hardy@austinenergy.com) <<mailto:Brett.Hardy@austinenergy.com>>.

### Council Committee, Boards and Commission Action:

April 8, 2019 - Recommended unanimously by the Electric Utility Commission on a 9-0 vote, with Commissioners Hopkins and Wray absent.

### Additional Backup Information:

The contract is for Avaya unified communications and collaborations products, services, and maintenance to support the Utility Contact Center and Austin 3-1-1. This contract will provide continuous support for telephony and hardware platform, applications and/or operating systems on which the Utility Contact Center and Austin 3-1-1 rely. It will also provide end-to-end application and system monitoring, incident management, service management and move-add-change account services.

This contract is new and represents a consolidation of purchases of these products and services into a single contract. The requested authorization amount is based on forecasted needs for the term of the contract.

The State of Texas Department of Information Resources cooperative establishes competitively bid contracts that can be utilized by the State and other government agencies through a cooperative agreement. Cooperative agreements save taxpayer dollars by leveraging the State's volume-buying power to drive down costs on hundreds of contracts through a streamlined cooperative purchasing program.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	1 yr.	\$1,300,000
Optional Extension 1	1 yr.	\$1,500,000
Optional Extension 2	1 yr.	\$1,700,000
<b>TOTAL</b>	<b>3 yrs.</b>	<b>\$4,500,000</b>

**Note:** Contract Authorization amounts are based on the City's estimated annual usage.