



Recommendation for Action

File #: 22-2054, Agenda Item #: 32.

6/9/2022

Posting Language

Authorize negotiation and execution of a cooperative contract with ConvergeOne, Inc. for Avaya hardware and software support, for a term of three years in an amount not to exceed \$4,530,000.

(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 services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Financial Services Department.

Client Department(s)

Communication and Technology Management.

Fiscal Note

Funding in the amount of \$1,510,000 is available in the Fiscal Year 2021-2022 Operating Budget of Communication and Technology. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple cooperative purchase programs were reviewed for these services. The Financial Services Department has determined this contractor best meets the needs of the Department to provide the services required at the best value for the City.

For More Information:

Inquiries should be directed to Daniel Dellemonache, at 512-974-2981 or Daniel.Dellemonache@austintexas.gov <<mailto:Daniel.Dellemonache@austintexas.gov>>.

Additional Backup Information:

The Communication and Technology Management (CTM) Telephony Team monitors and supports the Enterprise Avaya telephony services. This contract will provide services needed for the advanced maintenance and support of Avaya hardware and software products. The managed services included in this contract will include software release management, customer success management for the Avaya telephony software and hardware. The contract will allow CTM to purchase additional hardware, software, and professional services needed to prepare the City to migrate to cloud telephony services.

Failure to execute this contract will leave CTM without contractor support for the City's enterprise Avaya telephony services. These telephony services are considered essential services and are utilized by departments citywide.

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.

Strategic Outcome(s):

Government that Works for All.