



# CITY OF PLANO COUNCIL AGENDA ITEM

<b>CITY SECRETARY'S USE ONLY</b>					
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory					
Council Meeting Date:		7/25/2016			
Department:		Technology Services			
Department Head		Chris Chiancone			
Agenda Coordinator (include phone #): <b>Corey Isaacs x7134</b>					
<b>CAPTION</b>					
To approve the purchase of partner assurance software support services for Avaya for an initial term of 13 months with one (1) City optional one-year renewal for Technology Services in the amount of \$204,300 from Affiliated Telephone, Inc., through an existing contract with State of Texas Department of Information Resources, and authorizing the City Manager or his designee to execute all necessary documents. (DIR-TSO-2654)					
<b>FINANCIAL SUMMARY</b>					
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP					
FISCAL YEAR:	<b>2015-16, 2016-17</b>	<b>Prior Year (CIP Only)</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Budget		0	273,772	260,000	<b>533,772</b>
Encumbered/Expended Amount		0	-165,613	0	<b>-165,613</b>
This Item		0	-108,159	-96,141	<b>-204,300</b>
BALANCE		0	0	163,859	<b>163,859</b>
<b>FUND(S):    TECHNOLOGY SERVICES FUND</b>					
<p><b>COMMENTS:</b> Funds are available for this item in the 2015-16 Technology Services Fund budget and are anticipated in the next fiscal year. The purchase of Avaya telephone system software service and support, in the amount of \$108,159 for the first term with one optional renewal for \$96,141 in the following year, will utilize the remaining funding available for Telecommunications maintenance agreements in the 2015-16 fiscal year.</p> <p><b>STRATEGIC PLAN GOAL:</b> Obtaining service and support for the City of Plano's Avaya telephone systems relates to the City's goal of a Financially Strong City with Service Excellence.</p>					
<b>SUMMARY OF ITEM</b>					
The City is authorized to purchase from the State Contract list pursuant to Chapter 271 Subchapter D of the Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for items. (State of Texas Department of Information Resources, DIR-TSO-2654; City of Plano Contract #2016-0391-O)					
See Recommendation Memo					
List of Supporting Documents: Recommendation Memo			Other Departments, Boards, Commissions or Agencies		



# Memorandum

**Date:** July 1, 2016

**To:** Diane Palmer-Boeck, Director of Procurement and Project Management

**From:** Chris Chiancone, Chief Information Officer

**Subject:** Recommendation for Award for Partner Assurance Software Support Services for Avaya

Technology Services proposes purchasing software and technical support for the City of Plano's Avaya telephone systems from Affiliated Telephone, Inc. Avaya offers support plans with certified partners through the Partner Assurance Support Services ("PASS") program, this program may only be purchased through a certified partner, which Affiliated is a member.

This maintenance will provide software upgrades as well as 3rd and 4th level support directly from Affiliated and Avaya. Currently, this support is essential for ensuring the integrity and reliability of our voice network system. This support also ensures the City of Plano will receive assistance in resolving issues with our existing telephone systems, upgrades, and enhancements to Avaya products.

Affiliated has an agreement with the State of Texas Department of Information Resources to provide software maintenance and support under contract DIR-TSO-2654. The amount for the software and support services with Affiliated Telephone, Inc. is \$108,158.89 for one year. The dates of coverage would be August 15, 2016 through September 30, 2017 with an additional one-year renewal. The total amount with renewals is \$204,300.13.

If the City of Plano does not purchase these support services, then Technology Services would not be able to ensure the continuity of telephone and voice network services for all City departments.