



**TO:** Board of Contracts and Awards  
**FROM:** Paul Federighi, Interim Director of Information Technology  
 Linda D. Trehuba, IT Supervisor, Information Technology Department  
**COPY:** City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, and  
 Joseph Parris, Finance/Purchasing  
**SUBJECT:** Avaya Maintenance and Support Services  
 Request for Proposals, Specification No. DOC1158856407 – March 6, 2018  
**DATE:** February 13, 2018

**RECOMMENDATION SUMMARY:**

The Information Technology Department recommends a contract be awarded to Cerium Networks, Spokane, WA, for Avaya Maintenance and Support Services, in the amount of \$454,859.05, plus any applicable taxes, for an initial contract term of three years with the option for two additional one-year renewal terms, for a projected contract amount of \$772,449.21.

**STRATEGIC POLICY PRIORITY:**

- Ensure all Tacoma residents are valued and have access to resources to meet their needs.
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

This contract assures the Information Technology Department continues to operate and maintain the General Government voice communications system to ensure continued support for critical City business operations and communications with the citizens of Tacoma.

**BACKGROUND:**

ISSUE: The Information Technology Department utilizes Avaya maintenance and support services for hardware maintenance, software updates, and support services for the General Government voice communications system. This contract also provides for 24/7 remote monitoring, troubleshooting, diagnostic support, programming assistance, and on-site services as-requested.

ALTERNATIVES: Forgoing Avaya maintenance and support services would pose considerable risk to City business operations and communications with the citizens of Tacoma and therefore is not recommended.

**COMPETITIVE SOLICITATION:**

Request for Proposal Specification No. DOC1158856407, Avaya Maintenance and Support Services was opened January 16, 2018. Four companies were invited to bid in addition to normal advertising of the project. One submittal was received. By contracting with Cerium Networks, an Authorized Avaya Business Partner, the City receives a 38.5% hardware and 36.5% software discount level off the Avaya list prices. In addition, Cerium Networks provides a 35% discount to the City for any scheduled Avaya Administration class provided at the Cerium Learning Center for the contract duration.

<u>Respondent</u>	<u>Location (city and state)</u>	<u>Score or Rank</u>
<b>Cerium Networks, Inc.</b>	<b>Spokane, WA</b>	<b>93%</b>



CONTRACT HISTORY: New contract.

SUSTAINABILITY: To become a more sustainable organization, Cerium Networks is committed to providing services in a sustainable manner and takes measures to minimize impacts to the environment in the delivery of services.

SBE/LEAP COMPLIANCE: Not applicable.

**FISCAL IMPACT:**

**EXPENDITURES:**

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 Information Systems	597000	5210000	\$424,859.05
5800 Information Systems	597000	5310100	\$30,000.00
<b>TOTAL</b>			<b>\$454,859.05</b>

\* General Fund: Include Department

**REVENUES:**

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 Information Systems	597000	5210000	\$424,859.05
5800 Information Systems	597000	5310100	\$30,000.00
<b>TOTAL</b>			<b>\$454,859.05</b>

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$148,824.68

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes**

**IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.**

2019-2020 expenditures (\$306,034.37) will need to be planned for in the 2019-2020 budget cycle.