



Office of the City Manager

CONSENT CALENDAR  
June 11, 2019

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

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 9149B with ConvergeOne (formerly Advantel Networks) for Voice Over IP (VoIP) telephone system licensing and maintenance, increasing the contract by \$121,538 for a total not to exceed amount of \$1,509,038, from November 15, 2012 to June 30, 2020.

FISCAL IMPACTS OF RECOMMENDATION

Funding for extended maintenance and support services in the amount of \$121,538, is allocated in the Department of Information Technology's FY 2020 VoIP Replacement and IT Cost Allocation funds as outlined below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$100,000 Software Maintenance and Support  
FY 2020 Budget Code: 502-35-363-380-0000-000-412-613130-  
(VoIP Replacement, IT, Software Maintenance)

\$21,538 IT: Software Maintenance and Support  
FY 2020 Budget Code: 680-35-363-380-0000-000-472-613130-  
(IT Cost Allocation, IT, Software Maintenance)

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**\$121,538 Total FY 2020 Software Maintenance**

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.

In October 2018, Advantel Networks was acquired by ConvergeOne, a leading IT services provider of collaboration and technology solutions for large and medium

companies. ConvergeOne continues to provide 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.

In addition to renewing annual licensing and maintenance, the City will be upgrading some software components that are out of date to keep us in support. In addition the City is asking for training for the Call Manager software, which will allow supervisors of Automated Call Distribution (ACD) teams to run reports against phone traffic. Some ACD groups in the City include the 311 Call Center, the IT Help Desk, and the Planning Department.

The ongoing maintenance and support is critical to advancing our City's strategic goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.

#### 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 and ongoing maintenance of an AVAYA Voice Over IP (VoIP) Phone System.

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 the energy-efficient handsets which consume fewer than four watts of energy for each handset. This resolution continues to support the goals of environmental sustainability.

#### RATIONALE FOR RECOMMENDATION

ConvergeOne has provided support and maintenance for our Avaya system since 2013. We are requesting support for an additional year through the end of FY 2020. During FY20 the City will publish an RFP for to research the options for the system updates and ongoing support and will include disaster recovery and training.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff considered ending our support agreement with ConvergeOne. This proposal was rejected as we did not want to risk having a gap in our maintenance and support in the event of a major outage with our enterprise phone system.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6525

Attachments:

1: Resolution

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

CONTRACT NO. 9149B AMENDMENT: CONVERGEONE (FORMERLY 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 in October 2018 Advantel Networks was acquired by ConvergeOne, a leading IT services provider of collaboration and technology solutions for large and medium companies; and

WHEREAS, funding for extended maintenance and support services in the amount of \$121,538, is allocated in the Department of Information Technology's FY 2020 VoIP Replacement and IT Cost Allocation Funds, and spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 9149B with ConvergeOne (formerly Advantel Networks) Networks for Voice Over IP (VoIP) telephone system licensing and maintenance, increasing the contract by \$121,538 for a total not to exceed amount of \$1,509,038, from November 15, 2012 to June 30, 2020.