




500 West Big Beaver
Troy, MI 48084
troymi.gov

CITY COUNCIL AGENDA ITEM

Date: March 15, 2021 

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Assistant City Manager
Robert C. Maleszyk, Chief Financial Officer
Lisa Burnham, Controller
Gert Paraskevin, Information Technology Director
Emily Frontera, Purchasing Manager

Subject: Standard Purchasing Resolution 4: State of Michigan MiDeal Cooperative Purchasing Agreement – Upgrade Telephone System

History

The City currently utilizes an Avaya telephone system and related equipment for telephone service to all City buildings. The original system was purchased in 1996. Since then the system has been upgraded at various times over the years. The telephone system hardware and software were last upgraded in 2014. At that time, some new equipment was purchased: 2 new voice servers, a voicemail server, network switches and media gateway cards, along with maintenance (Resolution #2014-02-017-J-4e).

The Avaya telephone system has proven to be a very reliable and solid investment. It has allowed the City to improve and expand telephone service over the years without having to replace all the equipment and telephone sets. The newest equipment is now 6 years old and we have had issues with the fans in the servers. Cabinet housing analog and digital cards were part of the original purchase in 1996 making them 20+ years old and are also experiencing failures. Even our latest equipment is now beyond the July 9, 2018 manufacturer end of support. Which means they will support the equipment, but they may not be able to obtain new replacement parts. We have already experienced a situation where a failed part could not be replaced. Extended hardware support ends July 9, 2021.

Past upgrades have allowed us to move towards Voice over IP (VOIP) telephone sets. We have purchased and installed about 240 over the years, however there are still 118 analog lines and 140 digital lines, the majority of which need to be converted to VOIP. In addition, some of the original VOIP sets are out of manufacturer support and should also be replaced.

The proposed Avaya IP Office System will replace the main telephone switch equipment with virtualized systems that will be hosted in our current VMWare environment. We will be expanding that environment for several reasons, but also to provide additional redundancy for the telephone system. That purchase will be presented to Council in a separate memo.

Included in the proposal is the conversion of a majority of digital phones and analog phones to VOIP. It will however, still allow for analog circuits for various devices such as fax machines, security devices, gates, credit card machines and auto dialers. In addition, all older obsolete VOIP phones will be replaced.



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The main goal is to ensure our hardware is reliable and supportable, however, since it will be the latest technology, there are some additional benefits:

1. Implementation of Avaya Office using SIP technology, which will allow integration with Microsoft Active Directory for authentication.
2. Softphones, which allow the use of a computer as a telephone either at home or at work.
3. Ability to Call Transfer from a cell phone, which is a repeated request that is not currently available.
4. Increased number of conference call attendees. Up to 64.
5. Lower overall cost of ownership. Maintenance costs on the existing system were \$37,130 per year until we dropped software support in anticipation of this upgrade and the cost went down to \$23,625 per year. The upgrade will reduce it further to just \$4,920 per year.
6. Integrated call reporting which will eliminate a separate product, eCAS/Verasmart, reducing maintenance costs further by \$1,200 per year.
7. A fully redundant Voicemail System. Currently it is not, which has caused issues when a primary switch fails.
8. Simplified administration from one web-based interface. Currently managing three interfaces for telephone services, voicemail and call accounting.

The proposal will also include a review of our network to verify the increased VOIP traffic, which travels over the current data network, can handle the capacity. See Attachment A with the cost summary.

Purchasing

The Michigan MiDeal Extended Purchasing Program evaluates vendor's qualifications, service and equipment through a competitive bid process. *ConvergeOne, Inc of Minneapolis, MN* is the awarded low bidder from the State of Michigan MiDeal Program, Contract #071B0200268, for Avaya Maintenance, Parts and Professional Services. It is in the best interest of the City to waive the bid process and utilize the MiDeal Purchasing Contract #071B0200268 for this project as detailed in the ConvergeOne quote dated 3/5/2021.

Financial

Funds are budgeted and available in the Information Technology Fund under Project Number 2021C0148 for the 2021 fiscal year. Expenditures will be charged to account number 636.228.7980.020.

Recommendation

City Management recommends awarding contracts to *ConvergeOne, Inc of Minneapolis, MN*, to purchase Avaya telephone system hardware, software, and implementation services for an estimated total cost of \$225,940 and a three (3) year maintenance contract estimated at \$4,920 per year for an estimated grand total cost of \$240,700 as detailed in the quote dated 3/5/2021 per the State of Michigan MiDeal Contract #071B0200268. City Management further recommends awarding a contract to ConvergeOne, Inc. for parts and professional services as they may relate to the telephone system, on an as needed basis per the State of Michigan MiDeal Contract #071B0200268.



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Attachment A Cost Summary

Description	Cost
One-time cost	
Software	\$59,670
Hardware (including freight)	\$43,450
Implementation Services	\$122,820
Total	\$225,940
Annual Maintenance for the first 3 years	\$4,920

Solution Summary

Upgrade Avaya-IPO final V6

Customer: CITY OF TROY Ship To Address: Install Sites Bill To Address: 500 W Big Beaver Rd Troy, MI 48084-5254 Customer ID: SPSCITTRO0001 Customer PO:	Primary Contact: GERT PARASKEVIN Email: gert@troymi.gov Phone: (248) 524-3416 National Account Manager: Rob LaDuke Email: RLaDuke@convergeone.com Phone: +15178536069
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Solution Summary	Current Due	Next Invoice	Due	Remaining	Total Project
Software	\$59,667.91		One-Time		\$59,667.91
Hardware	\$42,657.86		One-Time		\$42,657.86
Professional Services	\$122,815.00		One-Time		\$122,815.00
Maintenance					
Manufacturer Support*	\$4,049.40	\$4,049.40	Annual	\$4,049.40	\$12,148.20
Manufacturer Maintenance	\$869.16	\$869.16	Annual	\$869.16	\$2,607.48
Project Subtotal	\$230,059.33			\$4,918.56	\$239,896.45
Estimated Tax	\$0.00				
Estimated Freight	\$788.00				
Project Total	\$230,847.33				\$240,684.45

*If the term includes an amount of time that is not a full 12 months, payment for the partial year will be included in the Price. After the initial payment, the remaining years of the term will be billed on an annual basis in advance. Customer agrees to pay the remaining payment(s) when invoiced.

This Solution Summary summarizes the document(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Unless otherwise specified in this Order, this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "ConvergeOne" or "Seller") and Customer; or (ii) if no such master agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.convergeone.com/online-general-terms-and-conditions/>. If Customer's Agreement is a master agreement entered into with one of ConvergeOne, Inc.'s predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at: <https://www.convergeone.com/online-general-terms-and-conditions/>. In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder. This Order will be valid for a period of thirty (30) days following the date hereof. Thereafter, this Order will no longer be of any force and effect.

This Order is a configured order and/or contains software.

Special Comment to Solution Summary:

Contract #071B0200268

ACCEPTED BY:

BUYER: _____ DATE: _____ SELLER: _____ DATE: _____

TITLE: _____ TITLE: _____

Solution Quote

#	Item Number	Description	Term	Qty	Unit Price	Extended Price
1 TROY MI						
1	700289770	POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA		1	\$10.01	\$10.01
2	700504032	IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2		1	\$193.81	\$193.81
3	700501510	IP OFFICE 500 VERSION 2 CONTROL UNIT TAA		1	\$359.72	\$359.72
4	700503164	IP OFFICE IP500 TRUNK ANALOG 4U V2		1	\$221.20	\$221.20
5	700213440	IP OFFICE ISDN CABLE RJ45/RJ45 3M RED		4	\$2.67	\$10.68
6	700429202	IP OFFICE IP500 RACK MOUNTING KIT		1	\$33.19	\$33.19
7	271659	IPO REM TECH SUPT 24X7 APR NBD - IP500 V2 3YPP	36	1	\$46.15	\$1,661.40
8	700431778	IP OFFICE IP500 EXTENSION CARD PHONE 2		3	\$138.52	\$415.56
9	700479710	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW		1	\$27.92	\$27.92
2 TROY MI						
10	700513634-I	J169 IP PHONE GLOBAL NO POWER SUPPLY		231	\$110.01	\$25,412.31
11	UTI312	EXPANDABLE ZONE CONTROLLER W/UNIV INTFC		1	\$286.51	\$286.51
12	271655	IPO REM TECH SUPT 24X7 - HP DL120G7 3YPP	36	4	\$49.75	\$7,164.00
13	382689	IP OFFICE R10+ CTI LIC:DS		1	\$342.87	\$342.87
14	383085	IP OFFICE R10+ SIP TRUNK 1 LIC:CU		56	\$40.56	\$2,271.36
15	397237	ASBCE R8 ADVANCED SERVICES SESSION IPO LIC:CU		100	\$15.80	\$1,580.00
16	700466261	DECT 372x/373x HANDSET BASIC CHARGER KIT UK NAR AUSTRALIA		1	\$20.69	\$20.69
17	700504897	IP OFFICE IP500 V2 COMBO CARD ATM4 V2 TAA		1	\$332.33	\$332.33
18	382791	IP OFFICE R10+ ASIPP AVAYA IP ENDPOINT 1 LIC:CU		600	\$19.35	\$11,610.00
19	396442	IP OFFICE R11 OFFICE WORKER 1 LIC:CU		400	\$53.72	\$21,488.00
20	396462	IP OFFICE R11 ASIPP SERVER EDITION LIC:DS		3	\$827.73	\$2,483.19
21	397242	ASBCE R8 STANDARD SERVICES SESSION HIGH AVAIL IPO LIC:CU		156	\$14.23	\$2,219.88
22	700213440	IP OFFICE ISDN CABLE RJ45/RJ45 3M RED		15	\$2.67	\$40.05
23	700479710	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW		1	\$27.92	\$27.92
24	700513192M	700513192M - DECT 3735 HANDSET MTC	36	1	\$2.88	\$103.68
25	346071	346071 - IPO AVAYA CALL REPORTNG 1-1000 USR REM TECH SUPT 24X7 3YPP	36	1	\$69.55	\$2,503.80
26	397216	ASBCE R8 ELEMENT MANAGER LIC:DS		1	\$0.00	\$0.00
27	397258	ASBCE R8 VE VAPP IPO FILES LIC:CU		2	\$210.67	\$421.34
28	700289770	POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA		3	\$10.01	\$30.03
29	700471568	DECT SARI CERTIFICATE		1	\$25.87	\$25.87
30	700515108	IPO IP500 EXPANSION MODULE PHONE 30 TAA		2	\$2,212.00	\$4,424.00
31	397217	ASBCE R8 HIGH AVAILABILITY LIC:DS		1	\$0.00	\$0.00
32	397247	397247 - ASBCE R8 ADVANCED SERVICES SESSION HIGH AVAIL IPO LIC:CU		100	\$7.91	\$791.00

Solution Quote

#	Item Number	Description	Term	Qty	Unit Price	Extended Price
33	399513	399513 - AVAYA CALL REPORTING 1-1000 USERS LIC:CU		1	\$4,504.04	\$4,504.04
34	700429202	IP OFFICE IP500 RACK MOUNTING KIT		3	\$33.19	\$99.57
35	700501510	IP OFFICE 500 VERSION 2 CONTROL UNIT TAA		1	\$359.72	\$359.72
36	215340	UTILITY MAINT IP DECT HW	36	1	\$0.00	\$0.00
37	271659	IPO REM TECH SUPT 24X7 APR NBD - IP500 V2 3YPP	36	1	\$46.15	\$1,661.40
38	396463	IP OFFICE R11 ASIPP VIRTUALIZED SERVER EDITION LIC:DS		2	\$992.64	\$1,985.28
39	397232	ASBCE R8 STANDARD SERVICES SESSION IPO LIC:CU		156	\$28.97	\$4,519.32
40	700431778	IP OFFICE IP500 EXTENSION CARD PHONE 2		2	\$138.52	\$277.04
41	700503164	IP OFFICE IP500 TRUNK ANALOG 4U V2		2	\$221.20	\$442.40
42	700513192	DECT 3735 HANDSET		1	\$226.33	\$226.33
43	700515210	700515210 - DECT IP RADIO BASE STATION COMPACT VERSION 4 IP OFFICE		1	\$556.79	\$556.79
44	397259	ASBCE R8 VE VAPP TRACKING CODE IPO NEW LIC:CU		1	\$0.00	\$0.00
45	700504032	IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2		1	\$193.81	\$193.81
46	273733	IP OFFICE VIRTUALIZED APPLICATION SERVER TRACKING		2	\$0.00	\$0.00
47	383071	IP OFFICE R10+ VOICEMAIL PRO 2 LIC:CU		11	\$976.97	\$10,746.67
48	Professional Services	Professional Services				\$122,815.00
49	LC-7F-CAT6-S-RFB	7 FT CAT 6 PATCH CABLE - SERIALIZED		231	\$0.00	\$0.00

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50	271659	IPO REM TECH SUPT 24X7 APR NBD - IP500 V2 3YPP	36	1	\$46.15	\$1,661.40
51	700515210	700515210 - DECT IP RADIO BASE STATION COMPACT VERSION 4 IP OFFICE		1	\$556.79	\$556.79
52	700289770	POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA		1	\$10.01	\$10.01
53	700500871	DECT 374x HANDSET BASIC CHARGER KIT UK/NAR/AUSTRALIA		1	\$61.44	\$61.44
54	700504032	IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2		1	\$193.81	\$193.81
55	700213440	IP OFFICE ISDN CABLE RJ45/RJ45 3M RED		5	\$2.67	\$13.35
56	700417231	IP OFFICE IP500 EXTENSION CARD PHONE 8		2	\$547.73	\$1,095.46
57	700429202	IP OFFICE IP500 RACK MOUNTING KIT		1	\$33.19	\$33.19
58	700479710	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW		1	\$27.92	\$27.92
59	700501510	IP OFFICE 500 VERSION 2 CONTROL UNIT TAA		1	\$359.72	\$359.72
60	700503164	IP OFFICE IP500 TRUNK ANALOG 4U V2		2	\$221.20	\$442.40
61	700510284	DECT 3745 HANDSET		1	\$541.27	\$541.27